


Self-Serve Resource Guide

No-cost or Low-cost Services



Please Return to Reception Desk
Last Updated: July 2023



This resource guide was co-created
with Silvera staff and residents.

The guide offers low and no-cost
services available within Calgary.




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Basic Needs: Food



Calgary Meals on Wheels

I am looking for an affordable and nutritious meal delivery service.

What services are available?

- Chef's Daily Special: a fixed, 3-week non-selective, rotating menu, curated by their in-house Registered Dietitian and Chef. Great for individuals who are seeking daily service. Cost is based on your income. The meals arrive chilled.
- My Choice Menu: Order your favorite meals online. The "My Choice Menu" offers a wide selection of nutritious and affordable frozen meals and frozen baked goods available to order at any time. These meals are great for families and individuals who are seeking more selection and flexibility in their service. Fixed Price and a minimum \$25 order.
- "My Choice Menu" entrees start at just \$6.25!
- Place your order by calling the number below before noon to have meals delivered for free to your doorstep two business days later.

Am I eligible?

- Yes! They serve ALL Calgarians, regardless of age, ability, or life-circumstance; there is no referral required!

What will I need when I contact the office or submit my application?

- Email: signup@mealsonwheels.com.
- You can submit your income tax Notice of Assessment from the Canada Revenue Agency to be eligible for a reduction in cost.



403-243-2834



info@mealsonwheels.com



<https://www.mealsonwheels.com/>

Heart to Home

I am looking for nutritious and affordable meals.

What services are available?

- Choose from over 200 delicious meals and desserts, ready-made and delivered free by the friendly local team. Simply heat and enjoy.
- Food prices range from \$1 to \$12 and special diets are accommodated.
- They also have special diets: Protein Assist, Carb Control, Low Saturated Fat, Low Sodium, High Fibre, Vegetarian, and No sugar Added.
Ordering can be done online or by the phone. Accepts Veterans Affairs Allowances.
- Once your order has been received, they will contact you to confirm a delivery date and time. Generally, once you have been given a delivery day and time for your first order, it will then become your regular slot.
- Tax Free and no delivery fee.

Am I eligible?

- Everyone is eligible.
- You must be in a serviced area.

What will I need when I contact the office or submit my application?

- If you are paying online, you will need your credit card.
- Or you can pay the driver by cash or cheque.
- Home Address.
- If you are ordering online, you will need to make an account with your email address.



1-866-933-1516



<https://www.hearttohomemeals.ca/>

The Alex Community Center

I am looking for a welcoming place for people to come together to grow, cook, share, and advocate for good food for all.

What services are available?

- Come by for a free, nutritious meal:
 - Drop-in Family Dinner: Mondays from 5:00pm to 6:00pm.
 - Drop-in Community Lunch: Wednesdays from 12:00pm to 1:00pm.
 - Drop-in Community Breakfast: Fridays from 9:00am to 11:00am.
- Affordable Food Produce Market: Fridays from 9:00am to 11:00am.
 - Purchase vegetables, fruit and more at a discounted price.
 - Enjoy a delicious breakfast.

Am I eligible?

- Everyone is eligible to access this resource.
- Certain programs are for youth only.

What will I need when I contact the office or submit my application?

- Phone or email to register for events using the emails or phone numbers on the website.
- Provide your name and phone number.



403-455-5792



goodfood@thealex.ca



<https://thealexcfc.ca/>

Kerby Centre – Thrive Program

I am looking for grocery delivery and supportive visits.

What services are available?

- Grocery delivery for older adults within the income guidelines of the program.
- Caring volunteers will shop for you at any CO-OP store. The volunteers deliver the groceries and put away your order.
- Delivery charge is \$4.
- Full payment plus the nominal delivery fee is paid at the time of delivery. Payment can be made by cash, cheque, or credit card. You can order:
 - Groceries, prescriptions, over the counter medications, personal and small household items.
- Note: It usually takes 1-4 days to find a volunteer and have groceries delivered.

Am I eligible? You must:

- Be 55 years old or older.
- Have limited income.
 - Line 150 on the Notice of Assessment for the previous year. Income for single must be below \$26,500; for couple must be below \$38,000.
- Call to confirm eligibility.

What will I need when I contact the office or submit my application?

- Referral form as well as an intake form to be completed over the phone.
- You will need basic information (name, phone number, address, date of birth) and yearly income.
- A home visit is required to be accepted into the program. You must show proof of income during the home visit.
- When phoning to order, please have your order ready before calling.



403-234-6571



thrived@kerbycentre.com



<https://unisonalberta.com/thrive/>

Calgary Food Bank

I am looking for a free food hamper.

What services are available?

- Food Hampers contain ten days worth of nutritious food.
- You will be given a specific time to pick up your hamper.
- A family member or friend can pick up your hamper for you when you book online or over the phone. They do not need to have your ID – simply show the QR code!
- A Bus Route 30 runs directly behind the Calgary Food Bank Hamper pick up location.

Am I eligible? You must:

- Book an appointment
- Eligibility is based on your income.
- Make sure it has been 10 full days since your last hamper pick-up otherwise your request will not be processed.

What will I need when I contact the office or submit my application?

- An appointment is required:
 - Call the number below to request your emergency food hamper or use the link below to apply online:
<https://www.calgaryfoodbank.com/needfoodform/> and follow the online instructions.
- You will need to provide the number of people in your household, their ages, a phone number, and address.
- Information about income and basic expenses including government/ income support, rent, utilities, and medical needs.
- In order to use the self-referral link, you will need to:
 - Have access to the internet and a valid email address.
 - Be able to take/scan photos and upload them online for verification.
 - Provide full names, dates of birth, genders for everyone on the hamper request.



403-253-2055



<https://www.calgaryfoodbank.com/needfood/>

Rise Calgary Resource Centre

I am looking for help with access to nutritious foods.

What services are available?

- The Rise Calgary Resource Centre offers a basic needs program
- Offers access to food for those in need at their two office locations: Bowness and Ranchlands.
- Provides clients direct access to fresh fruits, vegetables, and other nutritious products. For more information call the phone number below.
- The Community can also send you a referral to various organizations including the Calgary Food Bank, Women in Need Society, Telus Spark, etc.

Am I eligible?

- Anyone who needs help can access their services.

What will I need when I contact the office or submit my application?

- Call the number below to book an appointment to access their Pantry Service.
- You will need to provide:
 - Your name and date of birth.
- For referral services, you will need to provide information on your income.



403-204-8280



info@risealgary.ca



<https://www.risealgary.ca/basic-needs-supports>

Jewish Family Services Calgary – Wynne's Pantry

I am looking for help with food security and housing support.

What services are available?

- Assistance with food up to three times.
- Initial and ongoing assessment of needs.
- Connection to community resources.
- After receiving food assistance for the first time, they will provide you with the paperwork that will need to be completed if you need help a second and/or a third time.

Am I eligible? You must:

- Have limited income and/or be experiencing financial difficulty at the time.

What will I need when I contact the office or submit my application?

- Call the agency and ask for assistance with food. You will talk to the "screening" person.
- You will be asked for your: name, phone number, and date of birth
- After receiving one-time food assistance, you will be provided with paperwork that needs to be completed in order to get follow up assistance.
- You will need to sign paperwork specifying client rights and responsibilities.
- A Financial Assessment tool will need to be completed.
- Provide a Notice of Assessment or any other document that proves your financial situation.
- Provide valid identification if you are looking for help with the referral to the Food Bank.



403-287-3510



info@jfsc.org



<https://www.jfsc.org/programs--services/basic-needs---wynnes-pantry-miriam-s-well.html>

Veterans Food Bank Calgary

I am looking for help with food security.

What services are available?

- Assistance with food supplies.
- Clients can shop for themselves for food supplies that they need and enough to cover 10-14 days of food for their situation.
- Potential clients can call the number below for any questions and to arrange for assistance.
- Any monetary donations can be collected at the warehouse.
- Also has new and gently used clothing available such as coats, boots, workwear, and personal care items.

Am I eligible? You must:

- Be a veteran.
- Be a resident of Alberta.

What will I need when I contact the office or submit my application?

- A phone to call the agency and ask for assistance with food supplies.
- You may also be asked for your phone number, name, and date of birth.
- Proof of military service or affiliation is required.



403-277-8387



info@vfna.ca



<https://veteransfoodbankalberta.ca/calgary-location>



#1 – 4619 6 St NE, Calgary, AB T2E 3Z6

Basic Needs: Furniture



Habitat for Humanity ReStore

I am looking for furniture (e.g., tables, chairs, dressers, beds, sofas, side tables), kitchenware (including small appliances, dishes, and cookware), lighting, and home décor.

What services are available?

- They sell new and gently used furniture and supplies at a low cost.
- The shop includes a wide variety of products including furniture, paint, appliances, lighting, home décor, and more.
- They are open from Monday-Sunday, 9am-5pm.
- They have 2 locations (3465 Sunridge Way NE and 7291 11 Street SE) as well as an online eStore.
- Pick up location for the eStore is 7291 11 Street SE.
- You can also donate used home items.

Am I eligible?

- Anyone can come into the store to shop.

What will I need when I contact the office or submit my application?

- If you are donating furniture you will need to provide your name, phone number, and address for pick up.



Sunridge: 403-291-6764
Deerfoot: 403-910-2561



<https://www.habitatsouthernab.ca/restore/shop>



3465 Sunridge Way NE, Calgary, AB T1Y 7H5

7291 11 Street SE, Calgary, AB T2H 2S1

Calgary Drop-In Centre – Free Goods Program

I am looking for lightly used goods, like furniture, kitchenware, clothing, computers, mobile phones, small appliances, and books.

What services are available?

- They collect new and used donations to be distributed to Calgarians in need.
- The Free Goods Program is by appointment only and based on eligibility.
- To access this Program, please submit an application form using the following link:
<https://calgarydropin.ca/free-goods-application-form/>

Am I eligible?

- The Program is open to all Calgarians with limited income.

What will I need when I contact the office or submit my application?

- Your name, date of birth, phone number, an email address, your home address.
- If you are a current client at the Drop-in Centre, you will need your case manager's name.
- You will also need to know your move-in date to your new home.



403-263-5707



<https://calgarydropin.ca/howwehelp/free-goods-program/>

Women in Need Society – House to Home

I am looking for access to furniture.

What services are available?

- Through the referral process, house to home by WINS provides women with the basics that make a house a home at no cost by shopping at any of their five thrift store locations. WINS support vulnerable women who are financially disadvantaged.
- Women coming out of crisis situations, transitioning to housing, new to Canada, and those who have fallen on difficult times can be referred to WINS for basic needs support through their network of 80+ partnered agencies.
- Their aim is to set up a safe and functional home environment for their clients and families.
- Call the number listed below to speak to someone who can assist you in getting on the referral list.

Am I eligible? You must:

- Identify as a woman.
- Have limited income.

What will I need when I contact the office or submit my application?

- Call the number below and leave a message with your name and number to book an appointment.



403-234-8081



<https://www.winsyyc.ca/house-to-home-by-wins>

Veterans Association Store

I am looking for access to low-cost furniture, household goods, clothing, and accessories.

What services are available?

- The Veterans Association Store is a thrift store for veterans, and offers clean, gently used household goods, home decor, kitchen ware, furniture, clothing, and accessories.
- They accept the payment methods of cash, debit, VISA, and MasterCard.
- COVID-19 safety protocols are in place and government regulations are strictly enforced for all shoppers.
- The operating store hours are from 10 am – 5pm Monday to Saturday.

Am I eligible? You must:

- Be a veteran.
- Be a resident of Alberta.

What will I need when I contact the office or submit my application?

- Proof of military service or affiliation is required.



403-367-8387 extension 3



<https://veteransassociation.ca/thrift-store>



#1 640 28th Street NE Calgary, Alberta T2A 6K1

Alberta Special Needs Assistance for Seniors

I am looking for access to furniture, accessories, personal supports, and health supports.

What services are available?

- Seniors with low-income can get financial assistance to help afford the cost of appliances and specific health and personal supports.
- The maximum assistance available in a benefit year is \$5,412. The amount you may be eligible to receive is determined by your income, accommodation category, and marital status.
- The special needs assistance for seniors can assist with specific items that fall into one of the three categories: health supports (e.g., prescriptions, diabetes supplies), personal supports (e.g., clothing, housekeeping, celiac groceries), and appliances/furniture (e.g., beds, washing machines).

Am I eligible? You must:

- Be 65 years of age or older.
- Be a resident of Alberta.
- Be a Canadian citizen.
- Meet the financial eligibility criteria.

What will I need when I contact the office or submit my application?

- Fill out a Seniors Financial Assistance application (<https://sfa.alberta.ca/>).
- Notice of assessment.
- Receipts or estimates for requested items.
- Supporting documents provided by health professionals for medical supplies.



1-877-644-9992



<https://www.alberta.ca/seniors-special-needs-assistance>

Basic Needs: Housekeeping



Fair Entry Program – Seniors Service Home Maintenance

I am looking for home maintenance services on a lower fixed income.

What services are available?

- Approved community partners deliver the services of light housekeeping, grass cutting, and snow removal services at no direct charge to clients.
- The cost is covered by the Government of Alberta through the Fair Entry Program.

Am I eligible? You must:

- Be a Calgary senior aged 65 years or older.
- Be unable to do basic housekeeping.
- Be eligible for Special Needs Assistance under the Alberta Seniors Benefit.
- Be registered under the Fair Entry Program.

What will I need when I contact the office or submit my application?

- Proof of income.
- Proof of age.
- Proof of Calgary address.



Contact the city at 311



<https://www.calgary.ca/csps/cns/seniors/city-links/home-maintenance-services.html>

To apply to the Fair Entry Program, use the following link:

<https://www.calgary.ca/social-services/low-income/fair-entry-subsidy.html>

Carya – Senior Support Program

I am looking for assistance with light housekeeping every 2 to 3 weeks.

What services are available?

- Trained support workers travel to residences to provide up to 2 hours of assistance with light housekeeping.
- Community connections.
- Light homemaking.
- Information and referrals.
- Cost is covered by the Government of Alberta through the Fair Entry Program.

Am I eligible? You must:

- Be eligible for the Government of Alberta's Special Needs Assistance program.
- Be over 65 years of age.
- Be unable to do your own housekeeping.
- Be renting from a non-family member.
- Complete a Fair Entry application from the City of Calgary.
- Have an initial assessment visit to determine what type of help would be provided. This is agreed upon by the senior client and a Carya supervisor.

What will I need when I contact the office or submit my application?

- Proof of inclusion in Government of Alberta's Special Needs Assistance program.



Contact the city at 403-269-9888



<https://caryacalgary.ca/our-programs/older-adults/senior-support/>

Merry Maids

I am looking for a cleaning service that can support me with weekly, biweekly, monthly, or one-time cleaning.

What services are available?

- Weekly, biweekly, monthly, or one-time cleaning.
- Book a free consultation using one of the links provided below.
- Estimated price is \$50/hour; however, a consultation is needed to get an accurate price.

Am I eligible? You must:

- Be in an eligible zone that they provide services in.

What will I need when I contact the office or submit my application?

- You will be asked questions about your house and what service you are looking for (e.g., if this is an ongoing or one-time clean).
- Provide them with your email or phone number.



SW Calgary: 403-252-8977
NE and SE Calgary: 403-242-8773



SW Calgary: <https://merrymaidsocalgarysw.ca/>
NE and SE: <https://merrymaidsocalgarynse.ca/>

Daughters on Demand

I am looking for assistance with everyday errands.

What services are available?

- Running of errands including bottle depot runs, dry cleaning, library runs, lunch pick-ups, groceries, mail, prescription pick-ups, and recycling.
- House checks including mail, pets, and plants.
- Cleaning including doing dishes, dusting, laundry, and vacuuming.
- Personal shopping for special items.
- Companion visits.
- Note: Minimum 2-hour service required. After the second hour, rates will be billed in 30-minute increments.
- Estimated price is \$40/hour; however, consultation is needed to get an accurate price.
- Payment can be done by Visa, Mastercard, e-transfer, or cheque.

Am I eligible?

- Service targeted to:
 - Seniors.
 - Individuals recovering from surgery or illness.
 - Individuals with disabilities.

What will I need when I contact the office or submit my application?

- During the initial phone call, you will need to let them know what services you require and how often, what area of Calgary you live in, what days of the week and times work for you.
- After, you will complete an intake form by phone. For this, you will be asked your name, address, date of birth, emergency contact, and where your medication list is located if necessary.



403-256-7887



help@daughterondemand.ca



<http://www.daughterondemand.ca/>

Basic Needs: Personal Care



Women's Centre of Calgary

I am looking for basic personal care items.

What services are available?

- When supplies are available, women can get free access to personal care items such as:
 - Shampoo.
 - Conditioner.
 - Soap.
 - Body wash.
 - Toothpaste.

Am I eligible? You must:

- Identify as a woman.
- Be residing within Calgary.

What will I need when I contact the office or submit my application?

- Description of what you need.
- Description of when you need this.



403-264-1155



info@womenscentrecalgary.org



<https://www.womenscentrecalgary.org/>

Basic Needs: Transportation



Calgary Transit Access

I am looking for transportation services.

What services are available?

- Access Calgary is for individuals with different levels of mobility. They provide free travel around the city once you have been approved.

Am I eligible? You must:

- Eligibility for service is determined on a case-by-case basis. Once your application form is received by their office, they will schedule an in-person interview to review your application with you and determine if you meet the eligibility requirements.
- Eligibility is based on your physical and/or cognitive ability to use regular Calgary Transit services.
- Fill out an application form (Sections A-G). This application form can be found using the following link:
<https://www.calgarytransit.com/content/transit/en/home/calgary-transit-access/apply-for-service.html>
- You can request for an application form to be mailed to you by calling 403-537-7770.
- Fax your application to 403-537-7812 or email your application to calgarytransitaccesseligibility@calgary.ca.

What will I need when I contact the office or submit my application?

- A computer/laptop to download the form and fill it out or fill out a printed copy of the form.
- Proof of Calgary residence (lease agreement or driver's license).
- Proof of date of birth (Alberta health care card or driver's license).
- Current year tax assessment (notice of assessment).
- Have a medical professional fill out Section G.



403-537-7777



<https://www.calgarytransit.com/content/transit/en/home/calgary-transit-access.html>

Calgary Transit Access – ACE Program

I am looking for an extra taxi service.

What services are available?

- The ACE Program is an extra taxi service provided to customers that meet the ACE program eligibility requirements.
- The ACE card provides a monthly allowance of \$56, which can only be used for taxi trips booked directly with Checker Cabs (by calling 403-299-9999).
- Customers will have the \$3.80 "boarding charge" fee automatically taken from their ACE card balance.
- The ACE card is for travel within Calgary city limits only.
- Currently, customers have the option of riding with a companion or attendant; customers will still be allowed to ride with a companion or attendant going forward.

Am I eligible? You must:

- Qualify for the program, which is determined through the Calgary Transit Access (CTA) eligibility process. The ACE program may be offered when the following criteria is met:
 - Customer must be over the age of 18.
 - Customer must qualify for unconditional Calgary Transit Access shared-ride service for a minimum period of 1 year.

What will I need when I contact the office or submit my application?

- If you qualify for the program, you will be sent an ACE card and a booklet to explain how the program works.



403-537-7777 then press 5



<https://www.calgarytransit.com/content/transit/en/home/calgary-transit-access/apply-for-service/eligibility.html>

Calgary Seniors Support Program

– Essential Transportation

I am looking for transportation to an urgent, medical appointment.

What services are available?

- Volunteers in the essential transportation program will drop off seniors for urgent medical appointments.
- Essential transportation will triage appointments based on urgency.
- Provides one time transportation assistance to urgent medical appointments and short-term assistance through referrals.

Am I eligible? You must:

- Be 65 years of age or older.
- Be a Calgary resident.
- Have limited social supports available to you.

What will I need when I contact the office or submit my application?

- Personal information including:
 - Address.
 - Phone number.
 - Emergency contact name and number.
 - Current health concerns (if applicable).
 - What Alberta benefits you receive.



403-266-6200



<https://www.calgaryseniors.org/seniors-social-supports>

Calgary Seniors Support Program – Practical Kindness

I am looking for transportation to an urgent, non-medical appointment.

What services are available?

- Volunteers in the essential transportation program may drop off seniors for urgent requests to locations such as the bank or pharmacy.

Am I eligible? You must:

- Be 65 years of age or older.
- Be a Calgary resident.
- Have limited social supports available to you.

What will I need when I contact the office or submit my application?

- Personal information including:
 - Address.
 - Phone number.
 - Emergency contact name and number.
 - Current health concerns (if applicable).
 - What Alberta benefits you receive.



403-266-6200



<https://www.calgaryseniors.org/seniors-social-supports>

Fair Entry Program – Seniors Yearly Pass

I am looking for an affordable Calgary transit pass.

What services are available?

- Financial assistance to purchase Calgary transit passes.
- Access to train and bus services.
- Regular Seniors Pass is \$150.00/year.
- Seniors Low Income Pass (65+) is \$30.00/year.

Am I eligible? You must:

- Be registered under the Fair Entry program for the Low-Income Seniors Yearly Pass.
- Be 65 or older

What will I need when I contact the office or submit my application?

- Proof of income.
- Proof of age.
- Proof of Calgary address.



Contact the city at 311



<https://www.calgarytransit.com/content/transit/en/home/fares---passes/passes/low-income-seniors-yearly-pass.html>

To apply to the Fair Entry Program use the link below:

<https://www.calgary.ca/csps/cns/neighbourhood-services/programs-and-services-for-low-income-calgarians.html>

Financial Resources



Canada Revenue Agency (CRA)

What services are available?

- Assistance with accessing Tax Assessment, Notice of Assessment, Canada Pension Plan, Old Age Security, T4 slips, and address change.

Am I eligible? You must:

- Complete the identity verification by yourself. If someone else (e.g., family) is present and the CRA agent hears them assisting you in answering the security questions, they will end the call.
- Others are not allowed to prompt you with the answers to your personal information.
- It is the CRA's expectation that the information is coming from the individual whose tax file is being accessed.
- Only when you have verified your identity are you able to ask the CRA to speak to the individual who is with you.
- The CRA will ask you to confirm that you are giving verbal permission for them to speak to the individual supporting you for the duration of that phone call only.

What will I need when I contact the office or submit my application?

- What you will need for the phone call:
 - Your full name, date of birth, and social insurance number.
 - Address (potentially previous address).
 - Line 15000 on the previous year NOA.
 - How you filed your taxes (computer or paper).



1-800-959-8281



<https://www.canada.ca/en/revenue-agency.html>

Service Canada

What services are available?

- Service Canada can assist you with Employment Insurance, Canada Pension Plan, Old Age Security, Involuntary Separation, and other services.
- Available Monday to Friday: 8:30am-4:30pm.
- For information on your MyService Account, see our section on signing up for accounts on page 119.

To note:

- If you provide incorrect information to a security question listed above, Service Canada may ask you what the amount of your last monthly deposit was (e.g., how much did you receive for CPP last month?).
- The expected wait time for the number provided below is often over 40 minutes.

What will I need when I contact the office or submit my application?

- What you will need for the phone call:
 - Social insurance number.
 - Address.
 - Date of birth.
 - Phone number.
 - Line 15000 of your previous notice of assessment.



1-800-277-9914



<https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

Alberta Seniors Benefit

What services are available?

- Monthly financial assistance that is determined by criteria.
- Apply using the following link:

Am I eligible? You must:

- Be a Canadian Citizen or Permanent Resident.
- Be 65+ years old.
- Have lived in Alberta for minimum 3 months prior to applying.
- Have an annual income equal to or less than \$31,080 as a single (2023) or \$50,720 combined as a couple (2023).
- Be receiving the Old Age Security Pension from the Canadian government.

What will I need when I contact the office or submit my application?

- To apply online, you have to use your MyAlberta Digital ID or you can use a fillable form online.
- Personal information including your name, address, date of birth, phone number, citizenship.
- Your (and your spouse/partner's): Personal health number and social insurance number.
- Upload online, fax, or mail your application and supporting documents.
- Required documents include:
 - Your printed and signed application.
 - Date of birth document for both applicant and spouse/partner, even if the spouse is not 65 years of age or older.
 - If applicable, Power of Attorney/Trustee documents.
 - Pre-printed personalized cheque or filled out direct deposit form.



1-877-644-9992 (toll free)



<https://www.alberta.ca/alberta-seniors-benefit.aspx>

Guaranteed Income Supplement (GIS)

I am a low-income Old Age Security (OAS) recipient looking for a monthly non-taxable benefit.

What services are available?

- Monthly financial assistance of up to \$1043.45. The exact amount depends on your annual income and situation.
- If you are applying online, you need to create a MyService Canada account.

Am I eligible? You must:

- Be 65 years old or older.
- Live in Canada.
- Be getting the Old Age Security pension.
- Have an income below \$21,168 if you are single, widowed, or divorced. Or your income plus the income of your spouse/common-law partner is below:
 - \$27,984 if your spouse/common-law partner receives the full OAS pension (2023 income amounts).
 - \$50,736 if your spouse/common-law partner does not receive an OAS pension (2023 income amounts).
 - \$39,168 if your spouse/common-law partner receives the Allowance (2023 income amounts).

What will I need when I contact the office or submit my application?

- Information about your spouse or common-law partner if applicable (social insurance number, date of birth)
- Information about the countries where you have lived since age 18.
- Your banking information to sign up for the direct deposit.
- Your reduction in employment or pension income, if applicable.
- The date you would like your payments to start.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement.html>

GST Rebate

I am looking for a tax-free quarterly payment that helps individuals/families with low and modest incomes to offset all or part of the GST they pay.

What services are available?

- If the CRA determines that you are eligible for the GST credit based on your tax return, they will send you a GST credit notice in July.
- This notice will show how much you will get and what information was used to calculate the amount.

Am I eligible? You must:

- Be considered a Canadian resident for income tax purposes the month before and at the beginning of the month in which the CRA makes a payment.
- Have filed your taxes on time to be eligible, even if you don't have any income.
- Meet one of the following criteria:
 - Be at least 19 years old.
 - Have (or had) a spouse or common-law partner.
 - Be (or were) a parent and live (or lived) with your child.

What will I need when I contact the office or submit my application?

- Filed tax documents.
- Note: unless you are new to Canada or are looking to claim credit for your child. You are automatically registered for this rebate.



1-800-387-1193 (Canada Revenue Agency)



<https://www.canada.ca/en/revenue-agency/services/child-family-benefits/goods-services-tax-harmonized-sales-tax-gst-hst-credit.html>

Financial Resources: Under 65



Assured Income for Severely Handicapped (AISH)

I am severely handicapped and looking for a monthly allowance.

What services are available?

- Monthly living allowance.
- Monthly child benefit- if you have dependent children.
- Health & Personal benefits.
- More information on how to apply can be found using the following link:
<https://www.alberta.ca/aish-how-to-apply.aspx>

Am I eligible? You must:

- Have a medical condition that limits your ability to earn a living.
- Have a condition that is likely to remain permanent.
- Be 18+ years old.
- Live in Alberta and be a Canadian Citizen or Permanent Resident.
- Not reside in a correctional facility, or (some) mental health facilities in Alberta.
- Meet the financial eligibility criteria.

What will I need when I contact the office or submit my application?

- You must include a copy of one or more documents that prove the following:
 - Information about your age, where you live, where you receive your mail, and your legal status in Canada.
 - Information about spouse/partner and dependent children.
 - Information about Trustee/power of attorney.
 - Employment and Education/training history.
 - Income and Asset information.
 - Your doctor will need to complete the medical report.



403-297-8511 (Calgary Office)



<https://www.alberta.ca/aish.aspx>

Allowance Benefit

I am looking for non-taxable income support for a spouse or partner of someone receiving GIS.

What services are available?

- Monthly financial allowance up to a maximum of \$1,326.69.
- The exact amount is dependent on your individual situation.

Am I eligible? You must:

- Have a spouse or common-law partner receiving an Old Age Security pension (OAS) and is eligible and entitled to receive the Guaranteed Income Supplement.
- Be between 60 to 64 years of age.
- Be a Canadian citizen or a legal resident.
- Reside in Canada and have resided in Canada for at least 10 years since the age of 18.
- Have a combined annual income of less than \$39,168 (2023).

What will I need when I contact the office or submit my application?

- Information about your spouse or common-law partner if you have one (social insurance number, date of birth, foreign income information if applicable).
- Information about the countries where you have lived since age 18.
- Your banking information to sign up for the direct deposit.
- If your employment or pension income stopped or has been reduced, you will need the date when it reduced or stopped and the new monthly rate.
- If you are applying online, you need to create a MyService Canada account.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/allowance.html>

Financial Resources:

Tax Services



Kerby Centre – Tax Clinic

I am looking for assistance with income tax preparation.

What services are available?

- Assistance with income tax preparation for low-income seniors.
- Tax services can support you by letting you know what information you may need and support you in the filing of your taxes.
- Kerby Centre income tax volunteers are available to help fill in tax returns for seniors 55+ years old for free.
- To schedule an in person / virtual / drop off appointment, call 403-705-3246.

Am I eligible? You must:

- 55 years old or older.
- Income limit: \$35,000 per year for single or \$45,000 per year for a couple (2023).

What will I need when I contact the office or submit my application?

- Your name and phone number during the initial phone call.
- For the appointment you need to bring:
 - All T-slips.
 - Government issued photo ID if you are a new client.
 - Previous year's notice of assessment and their T-Summary.
 - Pharmacy print-out list if you are claiming medications.



403-705-3246



generaloffice@kerbycentre.com



<https://informalberta.ca/public/service/serviceProfileStyled.do?serviceQueryId=125>



Kerby Centre 1133–7 Avenue SW, Calgary T2P 1B2

The Calgary Chinese Elderly Citizens' Association – Tax Clinic

I am looking for assistance with income tax preparation.

What services are available?

- Assists with income tax preparation for low-income seniors. Tax services can support you by letting you know what information you may need and support you with filing your taxes.
- Services are offered in Mandarin and Cantonese.

Am I eligible? You must:

- Be of Chinese descent.
- Be 65 years or older.
- Be a low-income senior.

What will I need when I contact the office or submit my application?

- Call the number below to arrange a time for your appointment. To your appointment please bring:
 - All T-slips.
 - Government issued photo ID.
 - Previous year's notice of assessment.
 - Your social insurance number.



403-269-6122



cceca@cceca.ca



<https://www.cceca.ca/>

Rise Calgary – Taxes and Benefits

I am looking for assistance with tax filing services.

What services are available?

- Assistance with income tax preparation for low-income individuals.

Am I eligible? You must:

- To be eligible to file your taxes at a free low-income tax clinic, you need to be living on a low income.
- Less than \$35,000 per year for single individual and less than \$45,000 per year for couple (2023).
- Once you have completed your registration it can take between 6 - 8 weeks before they connect with you to request your tax documents and book your tax filing appointment. These time frames can vary based on demand.

What will I need when I contact the office or submit my application?

- Once you have registered on the website, you will need to provide us with the following documents to complete your registration:
 - A copy of your tax documents (e.g., T4's).
 - A copy of your photo ID.
 - Your social insurance number.
 - Access to a telephone, or computer that has the capability to conduct voice or video conferences.
- These can be emailed to info@risecalgary.ca or dropped off at your nearest office location to have copies made.



403-204-8280



info@risecalgary.ca



<https://www.risecalgary.ca/taxes-and-benefits>

Financial Resources: Pension



Transition from AISH to Alberta Seniors Benefit

I am turning 65 years old and will no longer be eligible for AISH and am now looking for more information about the transition.

- Your worker from AISH will help you during this transition period.
- Alberta Seniors Benefits will send you a letter with a form to send back 3 to 6 months prior to you turning 65. If you have not received this letter in that time frame, contact your AISH worker.
- Note: If you have applied for Old Age Security and it is delayed, the Alberta Senior Benefits will also be delayed.
- This is because you need to be approved for Old Age Security to be eligible for Alberta Senior Benefits.
 - If you are facing delays with your application, then please notify your AISH worker. They will be able to assist you in financial supports in the meantime.
 - It can take up to 1 year to process your Old Age Security application, which can result in delays.



1-800-232-7215 (Toll Free)

Old Age Security (OAS)

I am looking for a taxable, monthly payment.

What services are available?

- Monthly financial assistance up to a maximum of \$698.60 if aged 65-74 or \$768.46 if aged 75 and over (April - June 2023).
- You get the partial or full amount depending on how long you have lived in Canada after the age of 18.
- If you are 75 years old or older, you will get an automatic 10% increase in your old age security pension starting from July 2023.

Am I eligible? You must:

- Be 65 years of age or older.
- Be a Canadian citizen or permanent resident.
- Have resided in Canada for at least 10 years since the age of 18.
- Note: Your annual income must be less than \$134,626 to receive Old Age Security (2023) if aged 65–74 or less than \$137,331 if aged 75 and over.

What will I need when I contact the office or submit my application?

- Social insurance number.
- Details of your time living in countries outside of Canada since 18 (only if applicable).
- If you are applying online, you need to create a MyService Canada account.
- Note: most people are automatically enrolled in the pension program when they turn 65.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>

Canadian Pension Plan (CPP)

I am looking for a monthly, taxable benefit that will replace part of my income when I retire.

What services are available?

- Monthly financial assistance averaging \$760.07 as of April 2023.
- You could receive more or less than this amount depending on how much and how long you have contributed to the CPP.

Am I eligible? You must:

- Be at least 60 years old.
- Have made at least one valid contribution to the CPP.

What will I need when I contact the office or submit my application?

- Social insurance number.
- Direct deposit information.
- Benefit information if you have lived or worked in another country.
- If you are applying online, you need to create a MyService Canada account.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>

Canadian Pension Plan: Disability Benefits

I am looking for a monthly, taxable benefit that replaces part of my income when I retire and live with a disability.

What services are available?

- Basic monthly basic financial assistance of \$558.74. This basic amount is added to your CPP monthly payment, based on how much you paid into the Canadian Pension Plan.
- Note: It can take up to 4 months for a decision to be made.

Am I eligible? You must:

- Have made at least one valid contribution to the CPP.
- Have a mental or physical disability that stops you from doing any type of work.
- Have a disability that is long-term and of indefinite duration or is likely to result in death.
- CPP Disability Benefit:
 - You are over the age of 18 and younger than 66 years.
 - You do not already receive CPP payments.
- CPP post-retirement disability benefit:
 - You are between 60 and 65 years.
 - You are already receiving the CPP retirement pension for more than 15 months or have become disabled after starting to receive the retirement pension.

What will I need when I contact the office or submit my application?

- Social Insurance Number.
- Medical Form.
- Medical report (non-terminal illness) or Terminal illness medical attestation form (terminal illness).
- Details of your time living in countries outside of Canada since 18 (only if applicable).
- If you are applying online, you need to create MyService Canada account.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html>

Financial Resources: Financial Emergencies



Government of Alberta – Emergency Financial Assistance

I am looking for emergency financial assistance as I am in a situation that was caused by unforeseeable circumstances beyond my control, and it presents a severe health risk, and I cannot access other resources or wait until my next pay cheque or Income Support Benefit cheque.

What services are available?

- Emergency Fund Assistance is for individuals who need financial assistance for unexpected emergencies and are at risk of losing housing.
- The allowance can cover costs for food, clothing, transportation, damage deposit, temporary accommodations, and utility arrears.
- For general information on Income Support Benefits, you can call the Alberta Supports Contact Center between 7:30am-8pm Monday to Friday.

Am I eligible? You must:

- Be a current Income Support client.
- Be an Albertan earning an income, but you do not have enough money to cover this one-time, short-term emergency that will last no longer than a month.
- Meet the Income Support program eligibility.

What will I need when I contact the office or submit my application?

- You must provide proof of need by providing:
 - An arrears statement or eviction notice.
 - A utility bill or statement for utility arrears.
 - Proof from a reliable source that the item is essential (e.g., an unsafe wiring notice from the fire department).



1--877-644-9992

24-Hour Emergency Contact: 1-866-644-5135



<https://www.alberta.ca/emergency-financial-assistance.aspx>

Rise Calgary Resource Centre

I am looking for help during a financial crisis.

What services are available?

- The Basic Needs Fund is an emergency financial assistance fund.
- You can request emergency assistance for:
 - Rental Arrears / Eviction Notices Utility Arrears / Disconnection Notices First Months Rent / Damage Deposit.
 - Unforeseen Medical Expense.

Am I eligible?

- To be eligible, you need to meet the following criteria:
 - You have connected with Alberta Works Emergency Fund at 1 (877) 644-9992 and have been declined for assistance.
 - You live in Calgary or surrounding areas.
 - You live on a low income or are experiencing a temporary financial crisis.
 - You are sustainable—meaning from month to month your income is high enough to cover your expenses under normal circumstances.

What will I need when I contact the office or submit my application?

- Email the following documents:
 - Government issued photo ID for yourself and your spouse / common-law partner (if applicable).
 - Your last 90 days of bank statements for yourself and your spouse / common-law partner (if applicable).
 - A copy of any eviction or disconnection notices that you have received.
 - Rent report or lease agreement utility statements.
 - Proof of income.



403-204-8280



info@risecalgary.ca



<https://www.risecalgary.ca/>

Distress Centre – Senior Connect

I am looking for emergency support.

What services are available?

- Distress Centre-Senior Connect can provide emergency funding for rent arrears.

Am I eligible? You must:

- Inform the individual on the phone of your situation and your need for funding.
- You need to be at least 64 years old.
- This funding is for individuals who are believed to be at financial risk.

What will I need when I contact the office or submit my application?

- Call the number below and provide your name, address, phone number, age, and reason for calling.
- Senior Connect will then reach out to you to complete an intake form.



403-266-4357



<https://www.distresscentre.com/>

Silvera Care Funds

I am looking for immediate or urgent help and haven't been able to access any other available funding or support.

What services are available?

- Moving costs to move into or out of Silvera.
- Paying your physician or health provider for a Functional Assessment.
- Paying for your prescription medication or medical supplies.
- Paying for glasses, hearing aids or dentures that are not covered by any other seniors' benefits.
- Urgent or immediate transportation to a medical or legal appointment.
- Disposing or donating used items.

Am I eligible? You must:

- Be a Silvera resident.

What will I need when I contact the office or submit my application?

- Your personal contact details.
- Description of what you need.
- Description of when you need this.
- List of any agencies you have already contacted for help.



Please contact your Community Manager or Administrative Coordinator for assistance

Health & Wellness



Common Health Supports

Call 911

- Call EMS when in need of immediate medical attention.

Non-emergency police line: 403-266-1234

- Call the non-emergency police line to report an incident that is not an emergency.

Call 811

- Call Health Link (24-Hour) for the following:
 - Health advice.
 - Need of a family doctor.
 - If you have any questions or concerns about primary care providers, addiction & mental health, dementia, nutrition, or rehabilitation services.
- Or visit <https://www.albertahealthservices.ca/info/Page13253.aspx>

Call 211

- You can call 211 any time you are looking for assistance in the community. Examples Include:
 - I need food, shelter, and/or transportation.
 - I need financial support to help pay my utility bill, rent, and/or damage deposit.
- Contact 211 to get connected to programs that provide help in getting or replacing social insurance numbers, health cards, passports, or other forms of ID.

Poison & Drug Information Services

- Call: 1-800-332-1414
- When needing advice or expertise on the health effects of poisons, chemicals, medications, and herbal preparations.

Home Care

I am looking for a service that supports my wellness and independence.

What services are available?

- The goal of Home Care is to help you remain safe and independent in your care setting for as long as possible. Working together with the Home Care Case Manager and your caregivers, there will be a care plan created just for you.
- Professional referral required.
- An estimated wait time will be provided at the time of appointment booking.
- Services that Home Care can support you with include:
 - Medication reminders.
 - Support with bathing and showering.
 - Shower monitor.
 - Toileting and incontinence management.
 - Support for dressing.
 - Meal escort.
- To contact Home Care please call the intake line at the phone number below for support.

Am I eligible? You must:

- Be living in Alberta with a valid health care card.
- Your needs can be safely met.
- If any problems should arise, please contact your Community Manager for assistance or speak to the Resident Support Coordinator.
- Professional referral required.

What will I need when I contact the office or submit my application?

- You will be asked for your name, date of birth, home address, Alberta health care number, emergency contact, information of family doctor, and medical information.



403-943-1920 (or) 1-888-943-1920



<https://informalberta.ca/public/service/serviceProfileStyled.do?serviceQueryId=1589>

Audiology Innovations

I am looking for Hearing Aid Repairs and/or Adjustments.

What services are available?

- Curbside pickup of hearing aids that need repair and drop offs of hearing aids once they are repaired.
- Can assist all Silvera residents, regardless of whether they received their hearing aids from Audiology Innovations Mission or not.
- Fee: \$25 – Curbside pickup:
 - Due to limited staffing, a \$25 fee is in place for curbside pickup. They can commit to pick up devices within one week of request.
 - This fee will include an in-office repair, cleaning and sanitizing, and drop-off back to pick up location.
 - There may be an additional charge for repairs if they have to order parts or if they have to send the hearing aids to the manufacturer for repair. Client approval would be obtained before proceeding.
- Fee: \$85 – Mobile adjustments and hearing tests:
 - Can do mobile appointments for adjustments or hearing tests. The appointments are \$85 and include their staff providing services with appropriate personal protective equipment.

Am I eligible?

- There are no requirements for eligibility.

What will I need when I contact the office or submit my application?

- Method of payment: credit card number or cheque.
- Intake form completed when you call the number listed below. Information you will be asked includes:
 - Name, date of birth, address, Alberta health care number, preferred contact.



403-252-4722



<https://www.audiologyinnovations.ca/hearing-aid-repairs-adjustments>

Alberta Health Services – Calgary

Community Aids for Independent Living

I am looking for basic medical equipment and supplies, aids and equipment that is primarily funded by the Alberta Aids to Daily Living program (AADL).

What services are available?

- Calgary Community Aids for Independent Living (CCAIL) provides clinical assessments for the following basic medical equipment and supplies:
 - Mobility and transfer aids (e.g., walkers, wheelchairs, bedrails, and poles).
 - Bathroom equipment (e.g., raised toilet seats, commodes, shower seats, and wall bars).
 - Compression stockings and hernia supports.
 - Incontinence supplies (e.g., briefs, pull-ups, liners, catheters).
 - Doctor referral required for compression stockings and hernia support.

Am I eligible?

- You are eligible for a CCAIL assessment if:
 - Medical equipment and supplies are needed for a long-term disability or chronic illness (longer than 6 months) or a terminal illness.
 - You live within the Calgary city limits.
 - You meet the eligibility criteria for benefits funded through the Alberta Aids to Daily Living (AADL) program.

What will I need when I contact the office or submit my application?

- To complete the intake form, you will need:
 - Name, date of birth, address.
 - Personal health care number.



403-955-6955



<https://www.alberta.ca/aadl-eligibility-and-application-for-benefits.aspx>

Fair Entry Program – Recreation

Fee Assistance

I am looking to access recreation programs and amenities around the city.

What services are available?

- Approved community partners participate in the assistance program, offering access to recreation facilities.
- Some recreation facilities include Telus Spark, Heritage Park, Calgary Zoo, Museums, etc.

Am I eligible? You must:

- Be registered under the Fair Entry program.

What will I need when I contact the office or submit my application?

- Fair Entry Program requirements:
 - Proof of income.
 - Proof of age.
 - Proof of Calgary address.



Contact the city at 311



<https://www.calgary.ca/csps/recreation/fee-assistance.html>

To apply to the Fair Entry Program use the following link:

<https://www.calgary.ca/csps/cns/neighbourhood-services/programs-and-services-for-low-income-calgarians.html>

Alberta Aids to Daily Living

I am looking for financial assistance for basic equipment and supplies including walking aids, back supports, and wheelchairs.

What services are available?

- Offers coverage for equipment including walking aids, wheelchairs, vision aids, back supports, etc.
- The program is a cost-share program where Albertans pay 25% of the benefit cost to a maximum of \$500 per individual per year. Low-income Albertans do not need to pay the cost-sharing portion.

Am I eligible? You must:

- Complete a clinical assessment by a health care professional.
- Be an Alberta resident with a valid Alberta Health Care Insurance Plan card.
- To learn more about AADL eligibility, please visit <https://www.alberta.ca/aadl-eligibility-and-application-for-benefits.aspx>
- Require assistance because of disability, chronic illness, or terminal illness.

What will I need when I contact the office or submit my application?

- Your full name, personal health number, address, and phone number.
- You will need to find an approved vendor:
<https://www.alberta.ca/assets/documents/aadl/aadl-vendors-walking-aids.pdf>
- A completed clinical assessment.



780-427-0731



<https://www.alberta.ca/aadl-benefits-covered.aspx>

Mobility Equipment Repairs – Calgary Coop

I am looking for assistance with repairing mobility equipment including walking aids, wheelchairs, and scooters.

What services are available?

- The Calgary Coop Home Health Care offers repairs for walkers, scooters, wheelchairs, and canes.
- They can also offer rentals during the repairs.
- There are several Coop Home Health Care locations in Calgary:
 - 9309 Macleod Trail SW, Calgary, AB, T2J 0P6
 - 4940 Richmond Road SW, Calgary, AB, T3E 6K4
 - 3439 – 26 Avenue NE, Calgary, AB, T1Y 6L4
 - Unit #7, 5055 Shaganappi Trail NW, Calgary, AB, T3A 1Z6

Am I eligible? You must:

- Anyone requiring assistance with repairing their mobility equipment is eligible.

What will I need when I contact the office or submit my application?

- Your full name, address, and phone number.



403-263-9994



<https://www.calgarycoop.com/health/home-health-care/mobility-equipment/>

Alberta Seniors Benefits – Special Needs Assistance

I am looking for monthly financial assistance for assistive devices or appliances and furniture.

What services are available?

- Annual financial assistance up to a maximum of \$5,412 (2023) towards appliances, health, or personal support costs.
- Support for CPAP machines and supplies, podiatry, and prescription costs.
- Personal supports: clothing, home clean up, medical trips, housekeeping, respite care.
- Appliances or furniture: bed, dryer, washer, refrigerator, and stove.

Am I eligible? You must:

- Be 65 years of age or older.
- Be a Canadian citizen or permanent resident.
- Be a resident of Alberta.
- Meet financial eligibility criteria.
- Be eligible for and have submitted a Seniors Financial Assistance application (see below for information).

What will I need when I contact the office or submit my application?

- Receipt or estimate for the item purchased.
- Your full name, personal health number, address, and phone number.
- Use the request form when providing the receipt:
<https://www.alberta.ca/assets/documents/sh-sna-request-form.pdf>
- Medical notes (if applicable).



403-297-8511 (Calgary Office)



<https://www.alberta.ca/seniors-special-needs-assistance.aspx>

To apply, via Seniors Financial Assistance: <https://www.alberta.ca/seniors-financial-assistance.aspx>

Alberta Seniors Benefits – Dental and Optical Assistance

I am looking for financial assistance for basic dental procedures and prescription eyeglasses.

What services are available?

- Financial assistance up to \$5,000 every five years for basic dental coverage.
- Financial assistance up to \$230 every three years for prescription eyeglasses.

Am I eligible? You must:

- Be 65 years of age or older.
- Be a Canadian Citizen or permanent resident.
- Be a resident of Alberta.
- Meet the financial eligibility criteria.
- Be eligible for and have submitted a Seniors Financial Assistance application (see below for information).

What will I need when I contact the office or submit my application?

- Receipt or estimate for the item purchased.
- Your full name, personal health number, address, and phone number.
- Use the request form when providing the receipt:
<https://www.alberta.ca/assets/documents/sh-sna-request-form.pdf>
- Medical notes (if applicable).



1-877-644-9992 (toll-free)



<https://www.alberta.ca/dental-optical-assistance-seniors.aspx>

To apply, via Seniors Financial Assistance: <https://www.alberta.ca/seniors-financial-assistance.aspx>

Alberta Seniors Benefits – Health Care Coverage for Seniors

I am looking for premium-free coverage for prescription drugs and health-related services not covered under the Alberta Health Care Insurance Plan (AHCIP).

What services are available?

- Prescription drugs: 30% to a maximum of \$25.
- Diabetes supplies: up to a maximum of \$2,400 per eligible person depending on the method of diabetes management.
- Clinical psychological services: up to \$60 per visit, to a maximum of \$300 per family each benefit year for treatment of mental or emotional illness.
- Home nursing care: up to \$200 per family each benefit year.
- Chiropractic services: up to \$25 per visit to a maximum of \$200 per person each benefit year.

Am I eligible? You must:

- Be 65 years of age or older.
- Be a Canadian citizen or permanent resident.
- Be a resident of Alberta.

What will I need when I contact the office or submit my application?

- If you are an Alberta resident, you are immediately registered once you turn 65.



403-234-9666 (Alberta Blue Cross)



<https://www.alberta.ca/coverage-for-seniors-program.aspx>

To apply, via Seniors Financial Assistance: <https://www.alberta.ca/seniors-financial-assistance.aspx>

Centre for Sexuality

I am looking for help and/or information regarding sexual, relationship, and/or gender-related concerns.

What services are available?

- Free counselling sessions:
 - Link to intake form: <https://www.surveymonkey.com/r/ZN3CR9M>
 - Counsellors can help support seniors and answer any questions about sexual health, as well as provide referrals if needed.
 - Once they receive a completed intake form, a counsellor will reach out to book an appointment.
 - They offer in-person sessions, as well as Zoom and phone sessions.
- Free HIV and STI testing for homosexual men.
 - Testing is by appointment only and more information can be found <https://www.centreforsexuality.ca/programs-services/sti-%20testing/>
- Free safer sex supplies (external condoms, internal condoms, and dental dams).

Am I eligible?

- Any Albertan who has a sexual, relationship, and/or gender-related concern can reach out.

What will I need when I contact the office or submit my application?

- Personal information such as name, birth date, email, phone number, and emergency contact.



403-283-5580



centreforsexuality.ca



<https://www.centreforsexuality.ca/>

Mental Health



Carya – Older Adult Counselling

I am looking for counselling to navigate the changes one experiences as they get older.

What services are available?

- Carya offers help and hope in supporting older adults with the changes that occur . Through counselling, people learn:
 - Ways of solving problems.
 - Better communication with partners, children, and parents.
 - Methods to better cope with stress, depression, and anxiety.
 - How to understand and manage a wide range of feelings to strengthen community connections and support.
- Carya offers individual, family and group sessions, or you can attend any of the groups, seminars, and workshops we offer. You can choose to visit one of their accessible community offices.
- This service is offered on a 'pay what you can afford' basis. You can discuss this with the intake department and with your counsellor later on.
- Older adult counselling is being offered at their Downtown, Village Commons, and Bowmont offices.

Am I eligible? You must:

- Be 60 years of age or older.

What will I need when I contact the office or submit my application?

- Self-referral is done by calling the intake department using the number below.
 - Leave a message with your name and contact information.
 - Then someone from the intake department will call within 24 - 48 hours to complete the application.



403-205-5244



<https://caryacalgary.ca/our-programs/counselling/older-adults/>

Elder Abuse Response Team (EART)

I am looking for support for myself or someone I know that may be experiencing or has experienced elder abuse.

What services are available?

- The Elder Abuse Response Team (EART) is a collaboration between Carya, Kerby Centre, and the Calgary Police Service.
- The EART is a multidisciplinary team of social workers and police officers that work together to investigate high risk and/or chronic cases of physical abuse, sexual abuse, emotional abuse, psychological abuse, financial exploitation, neglect, and abandonment of older adults.
- Please call the number below for more information about elder abuse, resources, or to inquire about shelter space.
- To make a report on a suspected case of elder abuse please call the police non-emergency Line at: (403) 266-1234.
- If this is an emergency or someone you know is at immediate risk, please call 911.

Am I eligible?

- If you or someone you know may be experiencing elder abuse, please call the number below.

What will I need when I contact the office or submit my application?

- Your name and reason for calling.



403-705-3250



<https://caryacalgary.ca/our-programs/elder-abuse-response-team/#:~:text=If%20you%20or%20someone%20you,at%20403%2D705%2D3250>

Alberta Health Services – Access Mental Health

I am looking for non-urgent support over the phone to find information on mental health, addiction, and specialized programs within Alberta.

What services are available?

- Mental health clinicians complete a clinical interview over the telephone to assess the individual's needs.
- Mental Health Clinicians are familiar with both Alberta health services and community-based programs and will explore all options in order to refer individuals to the most appropriate resources.
- Most services are free.

Am I eligible?

- Everyone is welcome to access this resource.

What will I need when I contact the office or submit my application?

- Some services might require an intake form. For that you will need:
 - Your name, address, age, gender, and education.
 - Your reason for calling.



403-943-1500



<https://www.albertahealthservices.ca/services/Page11443.aspx>

Distress Centre Calgary – 24 Hour Crisis Line

I am looking for a 24-hour crisis support option in Calgary.

What services are available?

- Phone support is offered in over 200 languages.
- Over the phone or online chat option. If you would like to use the online chat option, you can access it through the website linked below.
- Please note that as a crisis line, they are not intended to be a long-term solution for their service users as they primarily deal with crisis intervention and peer support.

Am I eligible?

- Everyone is eligible to reach out to their 24-hour crisis line by dialing the phone number listed below.

What will I need when I contact the office or submit my application?

- Your name and phone number.



403-266-4357



<https://www.distresscentre.com/need-help/>

Calgary Counselling Centre

I am looking for affordable counselling services.

What services are available?

- Individual, group, family, and couples counselling available.
- One of their counsellors will contact you to set up an appointment.
- Appointments are available on weekdays, evenings, and Saturdays.
- Fees are based on your income, which means you pay only what you can afford.
- You will receive personalized, one-on-one care.
- Some areas of counselling include addiction, anxiety, depression, bereavement and grief, health issues, sexuality and intimacy, elder abuse, and self-esteem.
- You are usually matched with a counsellor within 2 business days.

Am I eligible?

- Everyone is eligible to access this resource.

What will I need when I contact the office or submit my application?

- Register by phone at 833-827-4229, Monday to Friday 9 a.m. to 4 p.m.
- Or complete the following intake form and email it to contact.intake@calgarycounselling.com.
- https://onlineintake.calgarycounselling.com/intake_form.pdf
- You will need the following information:
 - Your name, address, phone number, gross annual income, information about your insurance company if they cover counselling.



403-691-5991



<https://calgarycounselling.com/>

Sheldon M. Chumir Health Centre – Mental Health Urgent Care

I am looking for a facility that provides mental health assessments on a walk-in basis.

What services are available?

- This service provides psycho-social assessments and support on an outpatient basis.
- Urgent mental health conditions may include:
 - Depression.
 - Anxiety.
 - Thoughts of suicide or self-harm.
 - Overwhelming stress.
 - Addictions.
 - Other situations that cause a person to be in crisis.

Am I eligible?

- Everyone is eligible to access this resource.

What will I need when I contact the office or submit my application?

- It is a walk-in clinic. You are screened when you come in.
- Please have your health care number and a form of picture ID.



403-955-6200



<https://www.albertahealthservices.ca/findhealth/Service.aspx?id=1064160&serviceAtFacilityID=1099658>

Sheldon M. Chumir Health Centre

– Mobile Response Team

I am looking for a facility that provides mental health assessments on a walk-in basis.

What services are available?

- The mobile response team offers urgent mental health support, and/or consultation in crisis situations.
- They can arrange urgent psychiatry assessments and referrals as needed.
- Prevention, intervention, information, support, consultation, and public education is offered.
- MRT provides mobile and telephone mental health services, including:
 - Crisis intervention.
 - Crisis stabilization.
 - Trauma response.
 - Mental health education.
 - Professional and/or third-party consultation.
- Team of nurses, psychologists, and social workers who provide mobile support at any stage of crisis.
- All services are free.

Am I eligible?

- Everyone is eligible to access this resource.
- MRT is a free service regardless of health care coverage.

What will I need when I contact the office or submit my application?

- Phone through the distress centre and request mobile response team (mental health crisis triage).



403-266-4357 (24/7) Ask for MRT



mobileresponse.team@ahs.ca



<https://www.albertahealthservices.ca/findhealth/service.aspx?Id=432>

Alberta Health Services – Grief Support Program

I am looking for in-person, individual, and/or group counselling for those experiencing grief and loss.

What services are available?

- All new clients must attend individual counselling to determine which counselling services would be most helpful.
- Limited daytime and evening appointments are available.
- Grief groups are offered from September to June each year. All group participants need to be pre-registered by their grief counselor prior to attending a group.
- Those attending a grief group can expect to meet others who share similar experiences and losses. The groups run one time per week for six weeks.
- The types of groups offered are:
 - Loss of a partner.
 - Loss of child.
 - Loss of sibling.
 - Loss of parent.
 - Mixed loss groups to support other types of losses.
- All services are free.

Am I eligible? You must:

- Be 18 years of age or older.

What will I need when I contact the office or submit my application?

- At the time of booking an appointment, the receptionist will need the following information:
 - Alberta health care number.
 - Your legal name, date of birth, address, and phone number.
 - Type of loss experienced.



403-955-8011



<https://www.albertahealthservices.ca/findhealth/Service.aspx?id=1026229>

Calgary Communities Against Sexual Abuse (CCASA)

I am looking for crisis support, as well as individual and group counselling for those who have experienced sexual abuse.

What services are available?

- CCASA offers free individual counselling services, police support services, and court support services.
- To access counselling or police and court support, you will need to complete an intake form. To complete an intake form (it takes about 20-30 minutes), call 403-237-5888 Monday to Friday between 9:00am – 9:00 pm.
 - The support counsellors will ask you a series of questions about your general experience (specific details are not necessary) and what you need or are looking for through counselling, assess your safety, and identify support systems.

Am I eligible?

- CCASA books appointments for anyone affected by sexual harassment, sexual abuse, and/or sexual assault.
- This includes friends, family, and other people who would like to support the person who experienced sexual violence.
- The Calgary Sexual Assault Response Team (CSART) is available to anyone who has experienced sexual assault within the past 96 hours.

What will I need when I contact the office or submit my application?

- Intake application is done over the phone. You will be asked the following:
 - Demographic information (e.g., age, gender, marital status, employment, education, and income).
 - Your experience with sexual violence.
 - Signs and symptoms you are experiencing.
 - Your current support systems and coping strategies.
- Please Note: there is a 6-month waitlist for counselling.



403-237-5888 available 7 days a week from 9am-9pm



<https://calgarycasa.com/>

Alberta Health Services – Addiction and Mental Health Helpline

I am looking for a 24/7 confidential service that provides support, information, and referrals to Albertans experiencing mental health and/or addiction concerns.

What services are available?

- Provides support, information, and referrals to Albertans experiencing addiction and mental health concerns, including gambling addictions.
- The service is staffed by a multidisciplinary team comprised of nurses, psychiatric nurses, social workers, occupational therapists, and psychologists.

Am I eligible?

- This service is available to all Albertans.

What will I need when I contact the office or submit my application?

- No application is needed.
- Please call the numbers listed below if you need help.
- Personal health care number.



Addictions Help Line: 1-866-332-2322

Mental Health Help Line: 1-877-303-2642

Alcoholics Anonymous

I am looking for a supportive organization for those in recovery or seeking recovery for their addiction to alcohol.

What services are available?

- Various meetings occur in many locations at different times throughout each day.
- Calgary has over 500 meetings throughout the city happening 7 days a week. Find one now using the following link:
<https://calgaryaa.org/meetings/>

Am I eligible? You must:

- Everyone is eligible for this resource.
 - There is no cost to attend Alcoholic Anonymous (AA) meetings.
 - There are no age or education requirements to participate.
 - Membership is open to anyone who wants work towards overcoming their alcohol addiction.

What will I need when I contact the office or submit my application?

- No information is required.
- Check the website linked below for the next available AA meeting or event.



403-777-1212 (24/7)



<https://calgaryaa.org/>

Narcotics Anonymous

I am looking for a supportive organization for those in recovery or seeking recovery for their addiction to drugs.

What services are available?

- Offers support to individuals facing a drug problem or an addiction.
- The meetings provide an environment for others facing the same obstacles to help each other to get clean and stay off drugs.
- Various meeting locations and times are available. Find one now using the following link: <https://chinookna.org/meeting-search/>

Am I eligible? You must:

- Everyone is eligible for this resource.
 - There is no cost to attend Narcotics Anonymous meetings.
 - There are no age or education requirements to participate.
 - Membership is open to anyone who wants work towards overcoming their drug addiction.

What will I need when I contact the office or submit my application?

- No information is required.



403-991-3427 (24/7)



<https://chinookna.org/>

Social Supports: Groups & Events



Alberta 55 Plus – Activities

I am looking for a non-profit organization that will help me enjoy a healthy future through active lifestyle choices.

What services are available?

- Sports such as pickleball, swimming, cycling, tennis, golf, and lawn bowling.
- Arts and activities such as cribbage, bridge, darts, and pool.

Am I eligible? You must:

- Be 55 years old or older.

What will I need when I contact the office or submit my application?

- \$30 annual membership.
- Know your zone (Zone 3).
- Complete the following:
 - Liability Waiver:
<https://members.alberta55plus.ca/resources/Documents/Waiver/Alberta-55-plus-Liability-Waiver.pdf>
 - Medical Waiver:
<https://alberta55plus.ca/wp-content/uploads/2021/08/alberta-55-plus-event-covid-waiver.pdf>
- Your contact information including your address and phone number.
- Online application form: <https://members.alberta55plus.ca/Zone-3-Membership-Application>



403-700-0454



info@alberta55plus.ca or zone3activities@alberta55plus.ca



<https://alberta55plus.ca/>

FLC Seniors Club

I am looking for a non-profit organization that offers a variety of activities and a sense of belonging.

What services are available?

- Events and activities:
 - Acting club.
 - Bridge.
 - Bus tours.
 - Coffee group.
 - Theatre Calgary.

Am I eligible? You must:

- Be aged 55 years or older (spouses may be over the age of 50).
- Must agree to the Acknowledgement and Consent document, which can be found using the following link:
https://www.flcseniors.ca/pdfs/consent/acknowledgementandconsent_20200621.pdf

What will I need when I contact the office or submit my application?

- \$15 annual membership.
- Contact information including your address, phone number, and an email address.
- Online application: <https://db.flcseniors.ca/public/signup>



403-540-5109



info@flcseniors.ca



<https://www.flcseniors.ca/membership>

Carya – The Way In & 403-Seniors

I am looking for assistance with information, referrals, forms, caregiver support, elder abuse intervention, group activities, and workshops.

What services are available?

- Preventing isolation.
- Information and referral services.
- Assistance with benefit applications and financial services.
- Short-term supportive counselling group work.
- Workshops.

Am I eligible? You must:

- Be a resident of Calgary.
- Be 65 years of age or older.

What will I need when I contact the office or submit my application?

- The intake form can be completed through the phone number listed below.
- Name.
- Date of birth.
- Community so that you can be directed to an organization.
- A valid ID (e.g., driver's license).



403-736-4677 (403-SENIORS)



<https://caryacalgary.ca/our-programs/older-adults/twi/>

Storytelling Alberta - StoryShare

I am looking to enhance my quality of life and deepen my connection to the community through story sharing.

What services are available?

- StoryShare services are delivered by professional storytellers and vetted volunteers, all of whom are required to sign a non-disclosure agreement and obtain a police information check certificate.
- Individual StoryShare chat: A professional storyteller delivers a story to you via phone or online.
- Tellaround: Online story sharing circles where clients can join by phone or video to tell a story or listen to others share theirs.
- Legacy recording: A senior's story or interview with them is recorded (by phone or video platform) as part of the Legacy Project.
- Sessions are also available in French, Spanish, Urdu, and Dutch.
- Apply using the following link:
<https://storytellingalberta.com/storyshare-request-form>

Am I eligible? You must:

- Be 65 years of age or older.
- Live in Calgary.
- Have a phone, computer, laptop, or tablet.

What will I need when I contact the office or submit my application?

- Your phone number or your email address.
- Your choice of story type from the following 3:
 - Individual StoryShare.
 - TellAround.
 - Legacy Recording.



judytpaterson@gmail.com



<https://storytellingalberta.com/>

Social Supports: Friendly Visitors



Senior Social Supports – Friendly Check-In

I am looking for a program that will match me with a volunteer, who will check in weekly to spread kindness and positivity.

What services are available?

- Kindness tasks completed by the volunteer.
- Regular check-ins (in-person and/or over the phone).

Am I eligible? You must:

- Be 65 years of age or older.
- Be a resident of Calgary.
- Have limited social support systems available.

What will I need when I contact the office or submit my application?

- Personal information including your:
 - Address.
 - Phone number.
 - Emergency contact name and number.
 - Current health concerns (if applicable).
 - What Alberta benefits you receive.



403-266-6200



<https://www.calgaryseniors.org/seniors-social-supports>

Senior Social Supports – Cheer Mail

I am looking for an organized program for volunteers to send seniors care mail.

What services are available?

- The Cheer Mail Program will organize volunteers to send seniors care mail (e.g., letters and cards).

Am I eligible? You must:

- Be 65 years of age or older.
- Be a resident of Calgary.
- Have limited social support systems available.

What will I need when I contact the office or submit my application?

- Personal information including your:
 - Address.
 - Phone number.
 - Emergency contact name and number.
 - Current health concerns (if applicable).
 - What Alberta benefits you receive.



403-266-6200



<https://www.calgaryseniors.org/seniors-social-supports>

Senior Social Supports – Caregiver Kindness

I am looking for a program where a senior and their caregiver are matched with a volunteer for additional support.

What services are available?

- Provides caregivers and care recipients with immediate support of a volunteer to allow caregivers to have a break.
- Volunteers provide short term requests.
- Volunteers also take part in kindness initiatives for caregivers like providing resources, dropping off a meal, etc.

Am I eligible? You must:

- Be 60 years of age or older.
- Be a resident of Calgary.
- Have limited social support systems available.
- Live independently.

What will I need when I contact the office or submit my application?

- Personal information including your:
 - Address.
 - Phone number.
 - Emergency contact name and number.
 - Current health concerns (if applicable).
 - What Alberta benefits you receive.



403-266-6200



<https://www.calgaryseniors.org/seniors-social-supports>

Jewish Family Services Calgary – Friendly Visitor

I am looking for a program to alleviate isolation and loneliness, to activate social skills, and maintain social relationships.

What services are available?

- Friendly visits from a volunteer to explore common interests, share experiences, and build connections. This visit will be for one hour every week.
- They are working on a “hybrid” version of the program where Friendly Visits will be done in person once or twice a month when it is appropriate, and the other visits will be conducted over the phone.
- Once accepted into the program, you will stay with the same volunteer.

Am I eligible?

- There are no requirements to enroll in the program. It is a place to help seniors feel less isolated and hopefully develop new friendships.

What will I need when I contact the office or submit my application?

- Call the number below to go through the screening process. You will be asked for your name, address, and phone number.



403-287-3510



info@jfsc.org



<https://www.jfsc.org/programs--services/friendly-visitor.html>

Cultural Resources



Aboriginal Friendship Centre of Calgary

I am looking for an organization that provides indigenous cultural programming and services.

What services are available?

- Various indigenous-based programs.
- Housing services.
- Client services.
- Community connection programs.
- Outreach and cultural reconnection programs.
- Honoring the bonds programs.
- Youth and family drumming.
- Eagle Spirit survivor's group.
- Bring your wisdom women's group.
- Indigenous language revitalization programs.
- Youth engagement survey.

Am I eligible? You must:

- Be a member (membership costs \$3/year for an individual and \$5/year for a family).

What will I need when I contact the office or submit my application?

- Name.
- Email address.
- Name of program or service you would like to learn about or take part in
- Online membership form available at: <https://www.afccalgary.org/wp-content/uploads/2018/05/AFCC-Membership-Form.pdf>



403-270-7379



info@afccalgary.org



<https://www.afccalgary.org/>

Calgary Catholic Immigration Society – Immigrant Seniors Services

I am looking for a program that offers immigrant seniors the opportunity to get involved in the community through educational and social events.

What services are available?

- Multicultural events: organized regularly.
- Seniors Social Teas: Last Tuesday and Thursday of every month.
- Educational Workshops: A few times every year.
- Topics include pensions and benefits, wills, health and wellness, and Canadian law.
- Volunteer opportunities for immigrant seniors to build skills and take initiative in their community.

Am I eligible?

- You must be 50 years of age or older.
- Open to all whether you are an immigrant to Canada, refugee, citizen, or residing here temporarily.

What will I need when I contact the office or submit my application?

- Contact the number below or your ethnic leader and let them know you would like to attend their program/access their services.
- Provide your name, phone number, home address, and email address if you have one.



403-290-5755



scelis@ccisab.ca



<https://www.ccisab.ca/seniors/immigrant-seniors-services.html>

The Calgary Chinese Elderly Citizens' Association – Chinese Community Helpers Program

I am looking for a community peer support program to reduce social isolation and increase social inclusion among Chinese seniors.

What services are available?

- 10 weeks of one-to-one peer support/activities via telephone and visits.
- Services include emotional support, referral, help to establish goals such as better self-care and social engagement and provide knowledge on problem solving, mental health, and offer community resources.

Am I eligible? You must:

- Be of Chinese descent.
- Be 65 years of age or older.
- Be independent in activities of daily living including taking medication and using washroom facilities.
- Have feelings of isolation or loneliness.
- Have a lack of social support such as living alone and/or have low income.
- Be experiencing distress during transitions such as bereavement or illness.

What will I need when I contact the office or submit my application?

- Call the number below to complete the self-referral form. You will need to provide your name, date of birth, and reason for calling.
- After this you will complete an initial assessment with a social worker. This can be done in their office or in your home.



403-269-6122



cceca@cceca.ca



<https://www.cceca.ca/chinese-community-helpers-program>

The Calgary Chinese Elderly Citizens' Association – Adult Day Program

I am a Chinese Senior looking for a program to enhance my well-being and quality of life through planned programs to meet the needs of people with disabilities, special needs, or dementia.

What services are available?

- Services are offered once a week at \$10/day.
- Nutritional hot meals.
- Gentle fitness exercise.
- Health monitoring and education.
- Social and recreational activities.
- Festive and birthday celebrations.
- Interest groups.
- Outgoing activities/special functions (additional charges).
- Family caregiver support group.

Am I eligible? You must:

- Be a member of CCECA.
- Be 50 years of age or older.
- Be independent in activities of daily living, including taking medication and using washroom facilities.
- Have an initial assessment for admission by our staff.

What will I need when I contact the office or submit my application?

- Call the number below for more information.
- Please have your medical diagnosis, medication list, and personal health care number ready.



403-269-6122



cceca@cceca.ca



<https://www.cceca.ca/adult-day-program>

Spiritual, Religious, Faith Based Supports



Calgary Centre for Spiritual Living

I am looking for an inclusive spiritual community that is affirming and respectful of everyone and offers great music.

What services are available?

- Spiritual communities teach powerful principles for personal growth and global transformation, honouring all faiths and traditions, and accepting scientific knowledge.
- Practice Science of Mind, which is a philosophy that integrates spiritual truths with science and physics.
- Incorporates spiritual tools of positive thinking, affirmation, mental healing, and creative visualization to transform lives, and co-create a world that works for all.
- They offer special events for newcomers, families, children, and youth.
- Some Programs include:
 - Coffee with Dr. Pat every Wednesday at 12pm.
 - Thursday night meditation practice every Thursday at 7pm.
 - Sunday celebration every Sunday at 10am.
 - Other events include laughter yoga and consciousness seekers group.

Am I eligible?

- Everyone is welcome here: young, old, single, families, people from all walks of life and interests.

What will I need when I contact the office or submit my application?

- No application is required for the programs mentioned above.
- Call the number below to book an appointment for counselling.



403-244-8728



office@calgarycsl.org



<https://calgarycsl.org/>

Salvation Army Calgary – Spiritual Care

I am looking for an inclusive spiritual community that is affirming and provides spiritual and religious care.

What services are available?

- The Salvation Army is an international Christian church.
- They provide religious and spiritual care to all individuals through their Chaplains.
- The Chaplains help individuals identify and affirm their own values, as well as their spiritual and religious beliefs.
- They can provide insight and support to those in need—especially during times of crisis and/or recovery.

Am I eligible? You must:

- Everyone is eligible to access this resource.

What will I need when I contact the office or submit my application?

- No application is required for the program.
- Please email or call the number below to book an appointment to apply for spiritual care or learn more about their services.



403-410-1111



info@salvationarmycalgary.org



<https://www.salvationarmycalgary.org/spiritual-care/>

Sexuality & Gender



Prime Timers Calgary

I am looking for a positive space for gay and bisexual men to take part in educational, social, and recreational activities.

What services are available?

- Weekly pool on Mondays at 5:30pm.
- Lawn bowling.
- Christmas dinner.
- Spring and thanksgiving functions.
- To apply, use the following link:
<https://chapters.theprimetimersww.com/calgary/wp-content/uploads/2019/12/PTCAApplication-calgary.pdf>

Am I eligible? You must:

- Be 65 years of age or older.
- Be a resident of Alberta.

What will I need when I contact the office or submit my application?

- \$30 annual membership
- Address



primetimerscalgary@gmail.com



<https://chapters.theprimetimersww.com/calgary/>

Calgary Outlink – Teatime with Dorothy

I am looking for a friendly conversation in a safe and supportive space for adults aged 50 or older who identify as an LGBTQ2IA+ member.

What services are available?

- Offers virtual and in-person meetings that provide a space for casual conversations in a safe and supportive environment.
- Occurs every second and fourth Tuesday of the month from 6:30 - 8:00pm at the Community Wise Resource Centre located at 223 12 Ave SW.

Am I eligible? You must:

- Be 50 years of age or older.
- Identify as LGBTQ2IA+
- Adhere to the Safer Spaces Ground Rules. These can be found using the following link:
https://www.calgaryoutlink.ca/files/ugd/bc1b8e_f1d5f43df4a34eaab3f094ff303e84f0.pdf

What will I need when I contact the office or submit my application?

- An email address



403-234-8973



info@calgaryoutlink.ca



<https://www.calgaryoutlink.ca/teatimewithdorothy>

Language & Translation



Immigrant Services Calgary – English Testing/Education

I am looking for free online and Community Accessible Newcomer Services.

What services are available?

- Planning support for finding a place to live, applying for benefits, finding a job, connecting with legal services, government offices, English learning options, etc.
- Permanent residents and convention refugees can receive free English language skill testing in four areas: listening, speaking, reading, and writing. Once results are determined, appropriate referrals to language schools can be made.
- Free Language Instruction for Newcomer to Canada (LINC) classes are available at various institutions.
- Provides fee-based English tests to non-permanent residents outside of regular work hours.
- To book an appointment online, use the following link:
<https://settlementcalgary.com>

Am I eligible? You must:

- Be a permanent resident or refugee.

What will I need when I contact the office or submit my application?

- Call the number below to book an appointment.
- You will need to provide your name, email address, and phone number.



403-265-1120



info@immigrantservicescalgary.ca



<https://www.immigrantservicescalgary.ca/settlement-support>

Calgary Immigrant Women's Association

– Intake, Settlement, Integration, and Referral Services

I am looking for a program that helps immigrant women access services and resources in the community.

What services are available?

- Counselling services.
- Health care support.
- Social services access.
- Legal assistance.
- Food, furniture, and clothing referrals.
- Income tax clinics.
- Interpretation services.
- Financial literacy.

Am I eligible? You must:

- Be an immigrant woman.
- Be a permanent resident or refugee.

What will I need when I contact the office or submit my application?

- You will need to fill out consent forms and an intake form.
- You will need to provide the following information:
 - Name, phone number, email address, home address, and emergency contact information.
 - Immigration status, education, family information, and employment information.



settlementsupports@ciwa-online.com



<https://ciwa-online.com/client-services/settlement-and-integration-services/intake-settlement-and-referral-services/>

Calgary Immigrant Women's Association – New Friends and Neighbourhood Group

I am looking for a program that helps immigrant women living in different areas around Calgary practice English and build friendships.

What services are available?

- Two-hour workshops from September to June in various locations around Calgary.
- Weekly group sessions.
- English conversation practice.
- Personal storytelling.
- Community resources information.
- Networking opportunities.
- Field trips and guest speakers.

Am I eligible? You must:

- Be an immigrant or refugee woman.

What will I need when I contact the office or submit my application?

- The program is drop-in, so no in advance registration is necessary.
- There is no requirement for English speaking level, skill level, or immigration status.



403-263-4414



newfriends@ciwa-online.com



<https://ciwa-online.com/newcomer-services/settlement/new-friends-and-neighbourhood-groups/>

Calgary Catholic Immigration Society – Language instruction for newcomers to Canada (LINC)

I am a newcomer to Canada and looking for full-time or part-time English languages classes.

What services are available?

- 21 day and evening, part-time classes.
- Saturday Seniors classes from 9am to 1pm.

Am I eligible? You must:

- Be age 18 years or older.
- A permanent resident or a convention refugee (Canadian citizens are NOT eligible).

What will I need when I contact the office or submit my application?

- Complete an assessment test through Immigration Services Calgary.
- Then call the number listed below.
- Please have your landing papers or permanent resident card ready.
- You will need your address, contact number, date of birth, and date of arrival to Canada.



Daytime: 403-817-6476

Evening: 403-817-6490



<https://www.ccisab.ca/services/services-for/language-instruction-linc.html>

Calgary Catholic Immigration Society – Seniors Connections Program

I am looking for a program that provides the opportunity for immigrant seniors to learn or improve their English language skills.

What services are available?

- Matching immigrant seniors with trained volunteers for weekly meetings.
- Learn and practice English.
- Socialize and develop friendships.
- Learn about Canada and the Calgary community.
- Help connect seniors with resources in the community related to health, transportation, social programs, housing, finances, and more.

Am I eligible? You must:

- Be a senior.
- Have immigrated to Canada.

What will I need when I contact the office or submit my application?

- Name, date of birth, permanent resident number, mailing address, phone number, email address, home country, and education.



403-671-9672



sbasnet@ccisab.ca



<https://www.ccisab.ca/seniors/senior-connections-program.html>

Calgary Immigrant Women's Association – Everyday English for Seniors

I am looking for a program that focuses on enhancing English oral and written skills that enable immigrant seniors to become more confident and actively participate in their integration process in Canada.

What services are available?

- English language communication skills enhancement.
- First language support.
- One-on-one support.
- Community resources information.
- Field trips.

Am I eligible? You must:

- Be an immigrant.
 - Can be a Canadian citizen, permanent resident, refugee, refugee claimant with financial barriers.
- Be 55 years of age or older.

What will I need when I contact the office or submit my application?

- Once they confirm eligibility, clients can be registered either in person or over the phone.
- The only required document is personal ID.



403-263-4414



language@ciwa-online.com



<https://ciwa-online.com/newcomer-services/language-and-literacy/everyday-english-for-seniors/>

Immigrant Services Calgary – Translation/Interpretation Services

I am looking for paid translation services for documents, in-person and over-the-phone interpretations, and website and social media translations.

What services are available?

- Translations to over 85 different languages.
- Translation for official documents including birth certificates, marriage, death certificates, transcripts, employment records, passport pages, etc.
- Interpreters are available for medical, legal, social services, and business appointments.

Am I eligible? You must:

- Anyone in need of translation services is eligible.
- There is a fee.
 - In order to offer an exact quote for translation services, they must first review the content.

What will I need when I contact the office or submit my application?

- Contact information (name, email, address, phone number).
- Language translated or interpreted to and from.
- Reason for and/or place the translation is for.
- The document or website to translate (if applicable).



403-538-8337



itc@immigrantservicescalgary.ca



<https://www.immigrantservicescalgary.ca/translation-services/>

Calgary Catholic Immigration Society – Translation/Interpretation Services

I am looking for paid translation services for documents, in-person and over-the-phone interpretations, and website and social media translations.

What services are available?

- Translations to over 40 different languages.
- CCIS' Interpretation and Translation Services will be available online by phone, or by video, for our clients and partners 7 days a week from 8:00 AM to 8:00 PM.
- Interpretation services are provided for community, medical, and legal needs.
- Translation services are provided for marketing, technical, educational and legal needs.
- All written translations are delivered within 7-10 working days.

Am I eligible? You must:

- Anyone in need of translation services is eligible.
- There is a fee.

What will I need when I contact the office or submit my application?

- Name.
- Contact Information (name, email, address, phone number)
- Level of Urgency.



403-290-5755



scelis@ccisab.ca



<https://www.ccisab.ca/seniors/immigrant-seniors-services.html>

Technology & Education



Kerby Centre for the 55 Plus – Courses and Events

I am looking for fee-based courses and events, both in-person and online at a low cost.

What services are available?

- Various fitness courses (Stay Fit, Movement Learning, Muscle Strength and Core Balance, yoga, pilates, etc.).
- Arts-based courses (expressive art, acrylic art, watercolour, etc.).
- Language classes.
- Music classes (ukulele, singing, etc.).
- Dance classes (line dancing, salsa, Zumba, etc.).

Am I eligible?

- Everyone is eligible.
- You must be a member of Kerby Centre (\$25/year fee).
 - Offer various price packages depending on what programs and services you are looking to access. Price list found at link below.

What will I need when I contact the office or submit my application?

- Online membership application:
- <https://kerbycentre23.wildapricot.org/kerby-membership>
- Please have the following ready:
 - License plate (if using parking), member's date of birth, emergency contact, billing information (address, email, and phone number).
- Pay over the phone at: (403) 265-0661 ext. 256.



403-265-0661



program@kerbycentre.com



<https://unisonalberta.com/active-aging/>

Calgary Association of Lifelong Learners (CALL) – Various Activities

I am looking for programs and activities that are wide-ranging, focusing on arts and culture, society and politics, and health and science.

What services are available?

- Interest groups:
 - Activities and brain groups.
 - Current issues.
 - Cultural appreciation.
 - Creative arts.
 - Social sciences and philosophy/religion.
 - Written word.
- Special programming
 - Lunch and learn.
 - Indigenous awareness.
- Speaker events
 - Science and environment.
 - Treks and travels.

Am I eligible? You must:

- Understand and sign a waiver.
- Want to be a lifelong learner.

What will I need when I contact the office or submit my application?

- \$50 annual fee.
- Contact information including name, address, phone number, and email address.
- Online application:
<https://calgarylifelonglearners.ca/New-Membership-Application-Form>



info@calgarylifelonglearners.ca



<https://calgarylifelonglearners.ca/>

Calgary Public Library – Various Technology Sessions

I am looking for free, in-person and/or online classes to learn about technology.

What services are available?

- Various programs including but not limited to:
 - Intermediate Microsoft Excel/PowerPoint/Word online.
 - How to download and enjoy music, magazines, and films.
 - Online cloud-based storage and applications.
 - Introduction to Google Drive.

Am I eligible? You must:

- Be 18 years of age or older.
- Be a library card holder.

What will I need when I contact the office?

- Library card number.
- Outlook/Hotmail email is required for the Microsoft programs.



403-260-2600



<https://calgarylibrary.ca/events-and-programs/programs/>

Calgary Public Library – Various Reading and Writing Sessions

I am looking for free, in-person and/or online classes about reading and writing.

What services are available?

- Various programs including but not limited to:
 - Reading in the Park (a lunch hour reading program in Central Memorial Park).
 - Telling your story (writing workshops).

Am I eligible? You must:

- Be 18 years of age or older.
- Be a library card holder.

What will I need when I contact the office or submit my application?

- Library Card number.



403-260-2600



<https://calgarylibrary.ca/events-and-programs/programs/>

Calgary Public Library – Various Learning and Enrichment Sessions

I am looking for free, in-person and online classes about enriching my life.

What services are available?

- Various programs about topics such as storytelling, addictions, energy savings, and history.
- Please note that the programs may change several times a year.

Am I eligible? You must:

- Be 18 years of age or older.
- Be a library card holder.

What will I need when I contact the office or submit my application?

- Your library card number.



403-260-2600



<https://calgarylibrary.ca/events-and-programs/programs/>

Parkdale Nifty 50's – Various Learning and Enrichment Sessions

I am looking for in-person classes about enriching my life.

What services are available?

- Provides programs and activities for seniors to learn, be active, and build connections within the community.
- Offers both paid (requires \$30 annual membership) and free events/activities.
- Programs include book club, art, yoga, board games, and technology classes.

Am I eligible? You must:

- Be 50 years of age or older.

What will I need when I contact the office or submit my application?

- Your name, address, and email address.
- Please visit the website or call the phone number below to register for any activities and/or classes.



403-283-0620



<https://pdf.org/>

Later Life Decisions



Canadian Pension Plan (CPP) – Death Benefits

I am looking for a single, taxable payment of \$2,500 upon death.

What services are available?

- A single, taxable payment of \$2,500 upon death.
- Note: It takes 6-12 weeks for the benefit to arrive.

Am I eligible? You must:

- Be completing this on behalf of a deceased person within 60 days of the person's death.
- (The deceased) must have made contributions to the Canada Pension for at least one-third of the calendar years in their contributory period for the base CPP.

What will I need when I contact the office or submit my application?

- Information about the deceased including:
 - Their birth date, social insurance number, home address at time of death.
 - Their will (if applicable).
 - If they ever lived or worked outside of Canada.
- If you are applying online, you need to create a MyService Canada account.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-death-benefit.html>

Canadian Pension Plan (CPP) – Survivor's Pension

I am looking for a monthly, taxable payment paid to the legal spouse or common-law partner of a deceased contributor.

What services are available?

- If you are 65 years of age or older, you could receive 60% of the contributor's pension.
- If you are under 65 years of age, you will receive a flat rate plus 37.5% of the contributor's pension.

Am I eligible? You must:

- Have been legally married to the deceased CPP contributor or the common-law partner of the deceased CPP contributor.

What will I need when I contact the office or submit my application?

- Information about the contributor including:
 - Their birthdate, social insurance number, home address at their time of death.
 - If they have a will.
 - If the deceased ever lived or worked outside of Canada.
- If you are applying online, you need to create a MyService Canada account.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-survivor-pension.html>

Allowance Benefit for Survivors

I am looking for non-taxable income support for a surviving spouse or partner of someone receiving GIS after they die.

What services are available?

- Monthly financial assistance to a maximum of \$1,581.51.
- The exact amount is dependent on your situation.

Am I eligible? You must:

- Be between 60 to 64 years of age.
- Live in Canada.
- Have a spouse or common-law partner who died, and since their death, you have not remarried or become a common-law partner to another person.
- Have an annual income of less than \$28,512.
- You may also be eligible for a full or partial payment if:
 - You are Canadian citizen or a legal resident.
 - You have not resided in Canada for at least 10 years since you turned 18, but you have resided or worked in a country that has a social security agreement with Canada.
 - You are an immigrant who is sponsored (see site for more details).
 - You are an immigrant who isn't sponsored (see site for more details).

What will I need when I contact the office or submit my application?

- Information about your spouse or common-law partner if you have one (social insurance number, date of birth, foreign income information if applicable).
- Information about the countries where you have lived since age 18.
- Your banking information to sign up for direct deposit.
- If your employment or pension income stopped or reduced, you will need the date it reduced and stopped and the new monthly rate.
- If you are applying online, you need to create a MyService Canada account.



1-800-277-9914 (Service Canada)



<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/allowance-survivor.html>

Calgary Legal Guidance – Wills

I am looking for free legal assistance, information, and support.

What services are available?

- They offer free legal guidance to low-income Albertans.
- Provides a wide range of services including elder law (e.g., personal directives, wills, elder abuse, etc.), immigration law, and domestic violence/family law.
- Lawyers offer legal advice to qualified clients during a 30 – 45 minute appointment, by phone or in-person.

Am I eligible? You must:

- Be at least 18 years of age.
- Be a resident of Alberta.
- Be unable to afford a lawyer and do not qualify for Legal Aid Alberta.
- Additional qualifications will be assessed by calling the number below.

What will I need when I contact the office or submit my application?

- Phone to contact the Calgary Legal Guidance representatives (please refer to the number below).
- Your name, age, address, phone number, and email address.



403-234-9266



<https://clg.ab.ca/>



Clg@clg.ab.ca



100, 840 – 7th Avenue SW Calgary, AB T2P 3G2

Alberta Personal Directives

I am looking for information and support for applying for personal directives.

What services are available?

- A personal directive is a legal document you make in case you cannot make your own personal decisions in the future.
- The personal directive can outline instructions including directives about medical treatments you would or would not want, where you would like to live, and other personal/legal decisions.

Am I eligible? You must:

- Be at least 18 years of age.
- Have a witness to also sign the personal directive to make it a legal document.

What will I need when I contact the office or submit my application?

- Your name, age, address, phone number, and email address.
- You will need to complete the personal directive either by filling out the following form (<https://formsmgmt.gov.ab.ca/Public/OPG13088.xdp>) or online (<https://pdr.alberta.ca/web/Default.aspx>).
- If the personal directive form is filled out, it will need to either be emailed to personal.directives@gov.ab.ca or mailed to:

4th floor, John E. Brownlee Building
10365 97 Street NW
Edmonton, Alberta T5J 3Z8



Personal.directives@gov.ab.ca



<https://www.alberta.ca/personal-directive.aspx>

Accounts Information: Signing up for Accounts



Fair Entry Program

I am looking for information on how to apply to the Fair Entry Program, as I need access to: Calgary Transit low-income seniors yearly pass, recreation fee assistance, or seniors services home maintenance.

What services are available?

- Fair Entry is an application process for subsidized City of Calgary programs and services. This process will assess your income eligibility for multiple City programs with a single application.
- You can apply for multiple programs and services with one application.
- If you do not wish to apply online, use the following link to scroll down and download the PDF form to apply:
<https://www.calgary.ca/csps/cns/neighbourhood-services/programs-and-services-for-low-income-calgarians.html>

Am I eligible? You must:

- You need to prove you need these services by providing your income. Below are the accepted documents for proof of income:
 - Assured Income for Severely Handicapped benefits (AISH).
 - Alberta Works: Income subsidy/support.
 - Alberta Works: Learners.
 - Alberta Works: Alberta Health Benefit.
 - Resettlement Assistance Program.
 - Canada Revenue Agency: Notice of Assessment.
 - The combined total income from line 15000 for all adult household members is required.
 - Letter from a Registered Social Worker (RSW).

How can I apply?

- Apply over the phone: 311.
- Apply by Fax: 403-268-2596.
- Mail to: Fair Entry #8064
P.O. Box 2100 Station M, Calgary, AB, T2P 2M5
- Apply by drop-off or in-person: Municipal Building - 800 Macleod Trail S.E.
OR Village Square Branch Calgary Public Library – 2623 56 Street N.E.
- To apply online, check the next page.

Fair Entry Program – Apply Online

I am looking for information on how to apply to the Fair Entry Program online as I need access to the following resources: Calgary Transit low-income seniors yearly pass, recreation fee assistance, and seniors services home maintenance.

Steps to Apply Online:

- Step 1: Go to the following link:
<https://fairentry.calgary.ca/Public/Login.aspx?ReturnUrl=%2f>
- Step 2: Scroll down and click the login button.
- Step 3: If you already have a myID Account, enter your Login information. If you do not have a myID Account, click create a myID account.
- Step 4: Follow the Online Instructions.

You will need:

- Your full name.
- A valid email address.
- A secure password.

FAQs

- How long does the application take to complete?
This process should take between 15-20 minutes (online or in-person).
- How long does it take for the application to be processed?
If a client applies through the online Fair Entry portal, it will take approximately 10 business days for their team to process. If a client were to visit them in-person at one of their offices, this processing will be completed on-site provided that the client has all of the required and current documents needed.



311



FairEntry@calgary.ca

Seniors Financial Assistance Application

I am looking for information on how to complete the Seniors Financial Assistance application form to enroll in the Alberta Seniors Benefit, Special Needs Assistance for Seniors, Dental and Optical Assistance for Seniors and Coverage for Seniors programs.

What services are available?

- You can apply online by using your MyAlberta Digital ID or you can apply by downloading the following form:
<https://www.alberta.ca/assets/documents/sh-sfa-application-form.pdf>
- Submit them online, by fax, or by mail using the links below.
- OR you can use this link to access a fillable form if you do not want to create a My Alberta Digital ID <https://sfa.alberta.ca/FillableForm>

Am I eligible? You must:

- Personal Information (name, date of birth, phone number, personal health number, social insurance number, home address).
- If not a homeowner, then provide landlord/building/facility name, phone number, and date of admission.
- Birth certificate(s) for both applicant and/or spouse/partner (even if spouse is not 65).
- If you do not have a birth certificate, then provide passport, driver's license, Canadian citizenship card.
- Landed Immigrants: Canada entry document(s) or permanent resident card(s) (front and back).
- Trustee/Power of Attorney documents, if applicable.
- Personalized cheque with VOID written across it or a Direct Deposit form completed by your financial institution for direct deposit.
- Your previous year's income will be obtained via the Canada Revenue Agency.

How can I apply?

- Apply by Fax: 780-422-5954
- Mail to: Alberta Seniors and Housing
Seniors Financial Assistance
PO Box 3100
Edmonton, Alberta T5J 4W3
- Apply online: <https://www.seniors-housing.alberta.ca/submit-documents/>
- To apply through MyAlberta Digital ID, check the next page.

MyAlberta Digital ID Application

I am looking for information on how to create an MyAlberta Digital ID so that I can apply online for Seniors Financial Assistance programs and Make Special Needs Assistance for Seniors claims.

Steps to Apply Online:

- To create an account, go to the following link:
<https://account.alberta.ca/signup>
- You will need:
 - A valid username, a email address, a password, and your personal information such as name, date of birth, and home address.
- You will receive a registration confirmation email. The “Confirm and continue” link must be clicked within 96 hours to complete the registration process.

You will need:

- The verification process has two steps:
 - The first step is verification with government records. This ensures that the personal information provided belongs to you. At this stage, your personal information is verified against your Alberta issued driver’s licence or identification card.
 - After completing the first step, your activation code will be mailed to the address on your ID card. When you get the activation code, enter it on the Manage account page to complete the verification process.

Note:

- The normal processing time for a Seniors Financial Assistance application is 16 weeks from the date an application is received. Alberta Seniors and Housing staff will contact you if more information is needed to complete the review of your file.
- You will receive a letter explaining your benefit eligibility once your application is reviewed.



1-844-643-2789



<https://www.alberta.ca/seniors-financial-assistance.aspx>

MyService Canada Account

I am looking for information on how to create a MyService Canada Account as I need to apply for Employment Insurance (EI), Canada Pension Plan (CPP), Canada Pension Plan Disability, or Old Age Security (OAS).

Steps to Apply Online:

- If you do not have an account, choose an option to register:
 - Register with GCKey: Use GCKey to access multiple Government of Canada online services.
 - Register with your bank: Use your online banking sign in information (Sign-in Partner).
 - Register with your province: Use your provincial digital ID.

Register with your province:

- Open the following link:
<https://www.canada.ca/en/employment-social-development/services/my-account.html>
- Scroll down and click on the "Register with your province" button Select MyAlberta Digital ID.
- Read the Terms and Conditions Click "I agree".
- Sign in with your MyAlberta Digital ID username and password.
- If you need help creating a MyAlberta Digital ID, check out the previous page.

What will I need when I contact the office or submit my application?

- Please enter all nine digits as they appear on your social insurance number card, with no spaces or hyphens.
- Date of Birth.
- Personal Access Code:
 - The personal access code (PAC) is used to help verify your identity when you register to My Service Canada Account.
 - To request a PAC, use this link:
<https://www.canada.ca/en/employment-social-development/services/my-account/request-pac.html>
 - You will need: your SIN, first name, last name, date of birth, and your parent's family name at birth; provide your postal code if you are a Canadian resident or your country of residence if you are a foreign resident; and have your JavaScript enabled.
- You must enter your province or territory by selecting from the drop-down list.



<https://www.canada.ca/en/employment-social-development/services/my-account.html>

MyVAC Account

I am looking for information on how to create a MyVAC Account as I need to apply for benefits and services, track the status of my applications, view a summary of my benefits, or update my personal information for Veterans Affairs Canada.

Steps to Apply Online:

- If you do not have an account, choose an option to register:
 - Register with GCKey: Use GCKey to access multiple Government of Canada online services.
 - Sign in Partner: Use your online banking sign in information.

Register:

- Open the following link: https://mva-mds.vac-acc.gc.ca/pub/MVA_7_24_1?%20request_locale=en_CA
- Sign in with partner:
 - Use the same sign-in information you use for other online services (e.g., online banking). This option is convenient as you will not have to remember a different user ID and password.
 - If you have forgotten your password for your selected Sign-In Partner, you will need to contact your Sign-In Partner to have your password reset.
- Sign-in with a GCKey user ID and password:
 - Your GCKey is a user ID that can be used to securely access Government of Canada's online services. If you have created a GCKey on another federal government site, you can also use it for your MyVAC Account.
 - Register for a GCKey user ID and password if you do not have one.
 - If you have forgotten your password, you can reset it by clicking *Forgot your password?* and answering a few security questions.
 - If you have forgotten your GCKey user ID, you will need to create a new one.

For Additional Information and Support:

- Over the phone:
 - For service in English: 1-866-522-2122
 - For service in French: 1-866-522-2022
- By Mail: Veterans Affairs Canada
Benefits Processing Unit
Internal Box 50
Daniel J. MacDonald Building
PO Box 7700
Charlottetown, PE C1A 8M9

Change of Address, Numbers, and Information



Alberta Senior Benefit

What services are available?

- If any of the following information changes, contact the Alberta Supports Contact Centre at 1-877-644-9992 (have your personal health care card available when calling):
 - You moved to a new address.
 - Your marital status changed.
 - Your annual income changed.
 - Your eligibility for the Government of Canada Old Age Security pension changed.
- You may also notify the department in writing. Ensure your full name (print), address, telephone number and personal health care number are clearly marked on your document.
- Select one of the options listed below to provide your documents.

What will I need when I contact the office or submit my application?

- Full name.
- Date of birth (optional).
- Alberta health care card.

How can I submit my form/application?

- Over the phone: 1-877-644-9992
 - Please note wait times are greater than 40 minutes.
- By Fax: 780-422-5954
- By Mail: Alberta Seniors and Housing
Seniors Financial Assistance
PO Box 3100
Edmonton, Alberta T5J 4W35
- Submit the document online: <https://www.seniors-housing.alberta.ca/submit-documents/>

Canada Revenue Agency (CRA)

I am looking to update my CRA information.

What services are available?

- To change your information online, log into your MyAlberta Digital ID.
- You can change the following online:
 - Your address.
 - Set up or change your direct deposit.
 - Your marital status.
- Note: Your name cannot be changed online.
- Please note that if you call to update your address or direct deposit information, an agent may help you make these changes through a secure online channel such as My Account (MyAlberta Digital ID).

What will I need when I contact the office or submit my application?

- Social insurance number.
- Full name and date of birth.
- Your complete address.
- An assessed return, notice of assessment or reassessment, other tax document, or be signed into MyAccount.
- Banking information: three-digit financial institution number, five-digit transit number, and your account number.

How can I submit my form/application?

- Over the phone: 1-800-959-8281
- Online: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/change-your-address.html>
- Note: If you are changing your information via mail, please find the required forms using the following links:
 - Address Change Request: <https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/rc325.html>
 - Marital Status Change: <https://www.canada.ca/en/revenue-agency/services/forms-publications/forms/rc65.html>

Service Canada

I am looking to update my information for OAS, CPP, GIS.

What services are available?

- To change your information online, log into your MyAlberta Digital ID as it is a secure online portal that allows you to apply, view, and update your information.
- Making changes to your EI & CPP/OAS, direct deposit information, and mailing address is currently unavailable. Telephone number update is still unavailable (EI users only). To make a change:
 - Complete the eService Canada form using the link below (note: you have 30 minutes to complete the form); or
 - Contact the call centre responsible for the benefits you have received.

What will I need when I contact the office or submit my application?

- Social insurance number.
- Full name and date of birth.
- Your complete address.
- An assessed return, notice of assessment or reassessment, other tax document, or be signed into My Account.

How can I submit my form/application?

- Over the phone:
 - Social Insurance Number: 1-866-274-6627
 - Old Age Security: 1-800-277-9914
 - Canadian Pension Plan: 1-800-277-9914
 - Employment Insurance: 1-800-206-7218

Please Note: Wait times for phone are over 40 minutes.

- Online: <https://www.canada.ca/en/employment-social-development/services/my-account.html>

Alberta Health

I am looking to update my Alberta Health Services information.

What services are available?

- Update your Alberta Health Care Insurance Plan (AHCIP) information to:
 - Change your mailing address.
 - Change your name.
 - Change your marital or relationship status.
 - Have a new child or dependent.
 - Remove a dependent who no longer qualifies to be on your account.
 - Report a death.

How do I update my information?

Step 1: Complete the form:

- Fill out the form that applies to you:
 - To change your name, address, date of birth, gender, or replace a card, use the following link:
<https://formsmgmt.gov.ab.ca/Public/AHC2211.xdp>
 - To add or delete a family member, use the following link to download the form: <https://www.alberta.ca/ahcip-update-status.aspx>

Step 2: Submit your form:

- Bring your completed form to a participating registry agent office or send it to the AHCIP office.
- Please make sure to bring/mail supporting document such as your birth certificate, immigration document, driver's license, or passport.
- Have your Alberta health number on hand.

How can I submit my form/application?

- Over the phone: Toll free at 310-0000 then dial 780-427-1432
- By mail: Alberta Health
Attention: Alberta Health Care Insurance Plan
PO Box 1360, Station Main
Edmonton, Alberta T5J 2N3
- To change your information in person, use the following link to find a Registry Agent Office near you.
<https://www.alberta.ca/ahcip-registry-locations.aspx>

Veterans Affairs

I am looking to update my information for my Veterans Affairs Canada.

What services are available?

- Changing your residential and/or mailing address.
- How do I change my address with Veterans Affairs Canada?
 - You can change your address through your MyVAC Account.
 - You can update your residential and/or mailing address by telephone, mail or fax.
- Login to your MyVAC account using the following link:
https://www.veterans.gc.ca/eng/e_services
- If you don't have an account and would like to register, check the create accounts section.

How do I update my information?

- By Mail
 - You can write a letter to change your address, or you can download and complete a [Request for Address Change](#) form.
 - <https://www.veterans.gc.ca/eng/forms/document/vac791>
 - If you request a change of address by letter, please ensure that you include the following information:
 - Your name and signature.
 - Your file number or service number.
 - Your old address and your new address.
 - Effective date of your move.
 - Please indicate if this is a permanent or temporary change of address. For temporary change of address, please indicate the time period of this change.

How can I submit my form/application?

- Over the phone:
 - For service in English: 1-866-522-2122
 - For service in French: 1-866-522-2022
- By Mail: Veterans Affairs Canada
Benefits Processing Unit
Internal Box 50
Daniel J. MacDonald Building
PO Box 7700
Charlottetown, PE C1A 8M9
- Fax your letter or completed request for address change form: 902-566-8842.

Social Insurance Number Replacement

I am looking to update or correct existing SIN information.

What services are available?

- To update your SIN record, you must submit an application and provide the required documents. Once Service Canada makes the changes, you will receive a confirmation of SIN letter. Your SIN stays the same, but receiving this letter indicates that the change has been made.

How do I update my information?

- All documents must be:
 - Original documents or digital copies of original documents, valid (not expired), clear and legible, in English or French.
- Required documents for yourself:
 - Primary identity document. You must provide 1 of the following documents:
 - Birth certificate issued by the vital statistics agency in the province or territory of birth.
 - Certificate of Canadian Citizenship issued by IRCC or CIC.
 - Certificate of Registration of Birth Abroad issued by CIC before 1977.
 - Secondary document:
 - You must provide 1 of the following documents and it must contain the legal name (family name and given name) and the date of birth:
 - Examples include: a passport (Canadian or foreign), a Canadian provincial or territorial ID card or driver's license, or any other Canadian government-issued ID.
 - Supporting document:
 - If the name on any document provided is different from the name on the SIN application, a legal document stating the most recent name used is required.

How can I submit my form/application?

- By Mail: Service Canada
Social Insurance Registration Office
PO Box 7000
Bathurst NB E2A 4T1 Canada
- To apply in person:
 - To request an appointment, please use the online service request form.
<https://eservices.canada.ca/en/service/>
 - Find out if your local Service Canada is open.
<https://www.servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng>
- To apply online: <https://sin-nas.canada.ca/en/Sin/>
 - Note: you have 45 minutes to complete the application.

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